



# Österreichisches Umweltzeichen

## **Eco-label Guideline EL 200**

### **Tourism and Leisure-time Industry**

“201 Accommodation Enterprises“

“202 Restaurants and Catering Enterprises“

“203 Event Catering and Party Service“

“204 Industrial Catering“

(“205 Campsites“)

“206 Shelter Huts“

“207 Congress and Event Locations“

“208 Museums and Exhibition Buildings“

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## Introduction

The Austrian Eco-label for Tourism and Leisure Time Industry is awarded to tourist accommodations, catering enterprises, conference and event locations, campsites and shelter huts, museums and exhibition buildings for their commitment in the fields of environmentally friendly management and social responsibility.

This national label is a project of the Federal Ministry of Sustainability and Tourism. It is to enhance quality and environmental awareness in the Austrian tourism and leisure time industries.

The present guideline lays down the criteria that an enterprise must fulfil in order to be awarded the Austrian Eco-label for tourist establishments. For drafting this catalogue of criteria, which has been coordinated for all of Austria, a comprehensive process was used involving all the Federal Provinces, social partners, business promotion institutes, and environmental organizations.

It is the aim of this guideline to achieve a structural improvement of the environmental situation in the field of tourism, while at the same time striving to boost the quality of the offer structure.

The catalogue of criteria covers all the areas which are relevant for the enterprise: starting with low-waste and environmentally sound shopping (e.g. of food, cleaning agents, office material etc.), the requirements also cover furnishing all the way to a gentle and sparing use of resources when consuming water and energy. Also environmentally sound waste disposal, the design of and care for outdoor areas, as well as campaigns designed to curb traffic - caused by travelling to and from the resort as well as within the resort - are covered by the criteria. And, last but not least, social provisions and the demand for respective information shall ensure that employees are in a position to identify themselves with the idea of the Eco-label and to implement it, and that also guests can take part in the scheme.

Based on specific criteria it is demonstrated how an enterprise cannot only have a positive influence on the environment and enhance quality by way of environmental protection measures, but can also save costs at the same time (e.g. with regard to water and energy consumption)

Since 2003 the European Eco-label for Tourist Accommodations has been awarded, since 2005 the Eco-label for Campsites. When revising the Austrian Eco-label Guideline, attention was paid to adapting, to the extent possible, similar criteria in order to facilitate the simultaneous application and use of both labels by enterprises bearing the Austrian Eco-label. Moreover, in the case of campsites a complete harmonisation with the requirements of the EU Ecolabel has now taken place.

With the product group "Museums and exhibition buildings" another module has been integrated in this Guideline in 2018. In this way environmentally-friendly management and social responsibility can be promoted and awarded in the Austrian museum scene.

## 1. Scope of application

The scope of the Eco-label Guideline “**Tourism and leisure time industry**” (EL 200) comprises presently the following types of enterprises:

### **Accommodation Enterprises (EL 201)**

The product group “tourist accommodations” shall cover the provision of a protected overnight accommodation - against a fee - in adequately furnished rooms. In this respect, the most important and most basic service to be provided to tourists, travellers and long-term overnight guests shall be the provision of a bed. Providing protected overnight accommodation may also involve the provision of meals, fitness facilities and/or green areas.

#### **Private Accommodations (EL 201a)**

By “private accommodations” we understand accommodation enterprises according to the above-mentioned definition, which are rented by the respective owner himself/herself - as a part of the flat of the private landlord/the private landlady or completely, and do not require an authorisation to pursue business activities.

### **Restaurants and Catering Enterprises (EL 202)**

The product group “Restaurants and catering enterprises” comprises catering enterprises whose business is the serving of meals and beverages. They include:

- a) Inns (pubs, restaurants, pizzerias, places offering snacks, canteens, etc.)
- b) Taverns
- c) Coffee house enterprises (coffee houses, coffeehouse restaurants, coffeehouse & confectionery shops, espresso bars)
- d) Bars
- e) Ice cream parlours

### **Event Catering and Party Service (EL 203)**

This group comprises catering enterprises which offer catering services for individual events or for a certain period.

### **Industrial Catering ((EL 204)**

Enterprises ensuring as industrial catering regular catering at a limited prices for a limited number of persons at enterprises, health and care institutions as well as educational institutions, and fulfilling the following basic requirements, are considered to be community catering enterprises.

- a) Existing contractual relationship (management contract, rent or leasing contract, etc.) which makes it quite clear, to which fields this contract refers. (= field of influence. If you are the owner of the site the whole site must comply with these criteria.
- b) on the spot there is at least one regeneration kitchen. (a location merely with distribution of food and beverages cannot be certified.)

### **Campsites (EL 205)**

Campsites can also apply for the Austrian Eco-label. In this case the requirements of the EU Ecolabel fully apply.

### **Shelter Huts (EL 206)**

Considered to be “shelter huts” are houses or huts which are located in otherwise unbuilt regions, serving as shelter from thunder-storms, offering simple meals or accommodation, or serving as a basis. To reach the shelter hut a walk of at least half an hour walking time shall be required. For guests there is no possibility of direct access to the enterprise with the private car.

## Congress and Event Locations (EL 203)

The product group “congress and event locations” comprises enterprises with the following characteristics:

- It is a solid building at a fixed place.
- The primary (business-) purpose and the main service is to host events. There exists a business licence for the organisation and mediation of events.
- The premises of the conference and event location to be awarded serve primarily for carrying out events
- The enterprise has the official authorisation required for this purpose and the necessary infrastructure and technology (e.g. flip chart, pin-boards, moderation material, moderator suitcase, internet access (e.g. DSL, WLAN)
- Other technical equipment (audio-visual equipment etc.) must be made available upon request
- Conference locations are equipped with conference rooms of at least 36 m<sup>2</sup> to 100 m<sup>2</sup>.

## Museum and Exhibition Buildings (EL 208)

Museum enterprises

Along the lines of the definition of the ICOM<sup>1</sup> (International Council of Museums) the following institutions are considered as museums:

Charitable or non-profit-making institutions which are open for the public with permanent legal security which collect, preserve, make research into, and make known to the public and exhibit material and immaterial evidence of humans and their environment.

The above-mentioned prerequisites constitute also part of the ethical guidelines for museums of ICOM and a requirement for the **Austrian registration as a museum**. A valid Austrian registration as a museum as a quality feature for sustainable and deliberate museum work is thus a prerequisite for the acceptance of museums for environmental certification.

Exhibition buildings

Art galleries and exhibition buildings are non-commercial institutions for the purpose of holding art exhibitions. They have no collection of their own but they are particularly dedicated to the purpose of presenting exhibitions which are open for the public.

For exhibition buildings an Austrian registration as a museum is not possible, however, the above-mentioned licensing requirements are also applied to exhibition buildings.

**Not covered** by Guideline 208 are commercial events such as art fairs, galleries, producer galleries, studios, art associations etc., private museums without permanent legal security; monuments, science centres; visitors' centres (e.g. nature and animal parks without collection of their own); collections of various objects without concept and without technical background or without or without educational function; specialised sales shows which are not least dedicated to a commercial purpose; exhibitions which exclusively serve a didactic or informative purpose without collection as technical background and without technical or scientific support and/or treatment of the objects; purely scientific collections which are not regularly open for a visit by the public.

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<sup>1</sup> <http://icom.museum/the-vision/museum-definition/>

## 2. Basic requirements

The condition for being awarded and being entitled to bear the Austrian Eco-label shall be the compliance with all relevant acts and ordinances enacted by the Federal Government, the Federal Province, and the competent municipality.

Moreover there shall be no proceedings pending in the fields of environmental or nature conservation law.

The Austrian Eco-label aims at complying with the international standards of the Global Sustainable Tourism Criteria (GSTC)<sup>2</sup>. Special reference is made to the compliance with the laws explicitly mentioned in the Annex, as the respective GSTC requirements are not included in the criteria of the Eco-label<sup>3</sup>.

## 3. Criteria structure

An enterprise which wants to be awarded with the Austrian Eco-label according to this Guideline must comply with all mandatory criteria required and reach a certain number of points from the optional criteria.

The criteria are assigned depending on the kind of enterprise and offer to the following s of enterprise:

Module Accommodation ("BEH" - EL 201)

Module Private Accommodation ("PRI" - EL 201a)

Module Restaurants and Catering Enterprises ("GAS" - EL 202)

Module Event Catering and Party-Service ("CAT" - EL 203)

Module Industrial Catering ("GEM" - EL 204)

Module Camp Sites ("EL 205) = EU-Ecolabel

Module Shelter Huts (SCH - EL 206)

Module Congress and Event Locations (TAG - EL 207)

Museum and Exhibition Buildings (MUS - EL 208)

One of these modules must be selected according to the definition of the type of enterprise (Chapter 1). Moreover the enterprise selects modules according to its available offers and services (except for shelter huts).

### Mandatory criteria

These criteria must be complied with by all enterprises which want to be awarded with the Eco-label for tourism and leisure time industry. An exception shall only be made for criteria which do, verifiably, not apply, which cannot be fulfilled (e.g. due to preservation of monuments, criteria concerning boilers, if there is no boiler).

### Provision for leased-in enterprises

As far as criteria on plants which do not fall within the sphere of competence or influence of the enterprise, are concerned, it has to be attempted at least to collect the required data, and this project must be documented (e.g. energy supply in the case of flat-rate rents, central procurement, sanitary facilities in case of industrial catering). Non-compliances with the

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<sup>2</sup> See [www.gstcouncil.org](http://www.gstcouncil.org)

<sup>3</sup> Applicants outside Austria must additionally fulfil, if required, the requirements of the GSTC standards, which are sufficiently covered in Austria by the environmental and social laws mentioned.

criteria of the Eco-label have to be communicated to the lessor with the request for improvement.

## Optional criteria

In addition to the required mandatory criteria optional measures have to be implemented as well, and a fixed number of points must be reached. Either measures from the catalogue of examples of optional criteria or environmentally relevant own initiatives can be implemented.

Based on their ecological relevance and/or the economic and administrative effort they require as well as with regard to guests' expectations, the **optional criteria** proposed in the catalogue of examples have been subject to a weighting scheme and have been assessed by means of allocating points.

**Own initiatives** individually selected by the enterprise, which have been completely implemented or acknowledged within the framework of the audit, are assigned 1.5 points, own initiatives which have been started or partly implemented are assigned one point.

Optional criteria and/or own initiatives will be recognized in the course of the check as implementation of the criteria, if they are still effective. The use of low-pollution products or of recycling paper is, as a rule, permanently effective. With older technical investments (normally from 10 years onwards) the state-of-the-art of the technology has to be examined, if required. Waste concepts must not be older than 7 years.

Depending on the type of enterprise and on the offer **the minimum points required according to the following table must be reached.**

**Table 1:** Required minimum points of optional criteria

<b>Basis of points for all enterprises</b>		<b>30 points</b>
Accommodation offers	Pure apartment enterprises without further service, private landlords	+ 5 points
	Other accommodation enterprises	+ 10 points
Gastronomic offers (Applies to tourist accommodation enterprises with gastronomy, restaurants and caterers, catering enterprises, industrial catering as well as congress and event locations)	Only breakfast /snacks/ simple meals	+ 5 points
	Breakfast/snacks/simple meals and meals for the guests of the house (dish of the day) or à la carte restaurant.	+ 10 points
	Just industrial catering	+ 5 points
	Event catering enterprises	+ 3 points
	Leased-in gastronomy (e.g. museums)	+ 5 points
	Leased-in kiosk or bistro	+ 3 points
Further services	Seminar/event offers	+ 3 points
	Green area/open space	+ 3 points
	Leisure time facilities /wellness centre	+ 5 points
	Shop	+ 5 points

Examples:

A tourist accommodation enterprise without any type of catering and other offers must reach 35 points.

A tourist accommodation enterprise offering breakfast (Hotel garni) must reach 45 points (30 + 10 + 5).

A tourist accommodation enterprise offering breakfast and a meadow for sunbathing must reach 48 points (45 +3).

A café-restaurant must reach 40 points. (30 +10)

A café-restaurant with pub garden must reach 43 points. (30 +10+3)

A café-restaurant offering also catering must reach 43 points (30 + 10 + 3).

A shelter hut offering meals must reach 35 points (30 + 5).

A pure event catering enterprise must reach 33 points (30+3).

A company canteen offering meals must reach 35 points (30 + 5).



A catering enterprise with breakfast, à la carte restaurant, garden, wellness and seminar offer, must reach 61 points (30 + 10 + 10 + 3 + 3 + 5)

A museum without any services must reach 30 points.

A museum with gastronomy and free areas must reach 38 points (30+5+3)

An exhibition building with shop must reach 35 points (30+5).

An exhibition building with a kiosk and event offers must reach 36 points (30+3+3).

## **4. Additional requirements**

### **External service providers on the spot**

If external service providers are present on the site and if a clear differentiation is not obvious for the guest (e.g. externally run gastronomic enterprise) they must be informed about the requirements of the Eco-label and encouraged to comply at least with the mandatory criteria relevant for them. In this context the optional criteria implemented by them can be valued as well. If a certification with the Eco-label is possible for their service (e.g. leased-in caterers or restaurants) an implementation of the Eco-label is to be aimed at by them and this shall be included in the criteria of the call for tender for a new lease. This shall also be laid down in the action programme

A catering enterprise must be acquainted with the catering criteria of the Guideline Eco-label 62 ("Green Meetings and Events") and must have the competence/delivery conditions /partners to serve an event according to these criteria.

### **Provision for enterprises with branch offices**

If there exist branch offices of the enterprise in any case all relevant criteria have to be complied with in the headquarters. The branch offices must implement selected fields in compliance with criteria; this includes at least the requirements of the field management and communication, as well as the provisions on waste separation, cleaning, procurement (paper products, cleaning agents etc.) and with respect to information/accessibility by public means of transport.

Further criteria in the field of construction technology as well as module-specific requirements have to be complied with at least until the re-certification in four years. Headquarters and branch office may bear the Eco-label after successful certification.

### **Applying at the same time for other Eco-Label guidelines**

(E.g. EL 62 "Green Meetings and events" and EL 302 "Educational institutions")

By means of the certification according to Guideline EL 200 most of the fundamental requirements for licensees of Guideline EL 62 "Green Meetings and Events" are already complied with and/or individual events can, if required, receive the Eco-label for "Green Meetings and Events". On the other hand awarded enterprises have already complied with the criteria of eco-management (UMA) of EL 302 "Educational Institutions".

## 5. Criteria and requirements

**Note:** References to the EU Ecolabel are already in compliance with the currently applicable EU Ecolabel Directive for Tourist Accommodations (Commission Decision (EU) No 2017/175 of 25 January 2017.

### 5.1 Management and Communication

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
<b>M 01</b>	<b>Foundations for a sustainability management system</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
EU 1	<p>The foundations for a sustainability/environmental management system are laid by means of the implementation of the following processes.</p> <p>a) Establishment of a <b>sustainability concept</b> which is formulated in writing and accessible to the public. This concept contains at <b>least</b> the environmental aspects which are most relevant for the enterprise regarding energy, water, and waste.</p> <p>b) The enterprise shall have an <b>action programme</b> in which targets and measures (at least on the aspects mentioned under point a)) are laid down at least for every two years.</p> <p>c) The public shall be informed about the outlines of the sustainability programme as well as about planned measures and successes in an appropriate way (e.g. posting, statement on the internet) Comments and suggestions shall be requested and taken into consideration and, if necessary, taken into account in the internal assessment procedure (See M02) and in the action programme.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with: the sustainability concept, - the action programme, in case of follow-up audits the evaluation report, which shall be submitted within a period of two years after the application as well as its updated version every two years. Furthermore it has to be explained in which way and to which extent input from guests and/or visitors is taken into account.</p>								
<b>M 02</b>	<b>Environmental performance and internal interim evaluation</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
EU 1	<p>a) Presenting the measures newly implemented by the enterprise for the purpose of the (re)award with the Eco-label – and the related environmental effects - to the extent possible - at least for one measure accordingly. In case of follow-up audits in particular the environmental indicators (according to criterion “consumption monitoring”) shall be presented.</p> <p>b) a procedure for the purpose of internal evaluation regarding the implementation of the targets laid down in the action programme as well as for the continuous improvement and/or necessary corrections of any deficiencies that might occur (= internal audit) is carried out at least every two years.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with a presentation of the newly implemented measures, and, in case of follow-up audits, the audit report, which shall be submitted within a period of two years after the application as well as its updated version every two years.</p>								
<b>M 03</b>	<b>Employment and employee policy</b>	<b>M</b>		<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>		
	The enterprise shall employ women and men on an equal footing and shall not discriminate against local minorities								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion,								

#### Abbreviations used for the modules:

BEH – applies to tourist accommodations; PRI – relevant for private accommodations; GAS – applies to restaurant and catering businesses and to tourist accommodations offering meals; CAT – applies to catering enterprises (event catering); GEM – applies to industrial catering enterprises; TAG – applies to congress and event locations; SCH – applies to shelter huts; MUS – applies to museums and exhibition buildings

**M** – Mandatory criterion; **(M)** – Mandatory criterion, only relevant if applicable, (e.g. to gastronomic offer, seminar offer, swimming pool, outdoor area...); **O** (if only numbers are listed in the column) – **Optional criterion**

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	together with the relevant supporting documentation, such as staff plan, provision of the names of the relevant persons etc.								
<b>M 04</b> EU 2	<b>Staff training</b> The enterprise shall inform and train the staff on the basis of samples, written instructions or manuals in order to ensure the application of environmental and sustainability measures and to raise awareness amongst staff on environmentally friendly behaviour. In particular the following aspects shall be taken into consideration depending on the size and the offer of the enterprise (and/or those mentioned under M=1 and/or M 16) with the possibility to set priorities: - biodiversity, social affairs, economic issues, culture/cultural heritage, quality, human rights, health and safety issues and risk management; - the sustainability concept and the action plan, - Energy and water saving measures - Measures aiming at minimising chemical substances, - Measures for waste prevention and separation - Ecologically favourable means of transport available to staff members, - Relevant information to be communicated to guests, customers, visitors and suppliers, b) Adequate training shall be provided to all new staff within 4 weeks of starting employment and an update on the above mentioned aspects for all other staff refresher and updating training shall be provided at least once a year. <i>Assessment and verification:</i> The applicant shall prepare a statement of compliance with this criterion together with the information on the training programme as well as a list of participants, and the type and date of the training. Furthermore the applicant shall submit documents on the applied procedures as well as communications to the staff on all points mentioned before.	<b>M</b>		<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>		<b>M</b>
<b>M 05</b> EU 3	<b>Information for guests, visitors, customers and suppliers</b> The enterprise shall inform the guests and/or visitors, customers and suppliers on its sustainability concept. The information of the guests refers to measures in connection with the sustainability concept and to the Eco-label. The request should support environmental goals must be displayed in a way which is visible, first and foremost in the common areas, and in enterprises offering accommodation, in the rooms or transmitted electronically. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with samples of information signs and communications to the guests.	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
<b>M 06</b> EU 3	<b>Guest information in tourist accommodations</b> a) Guests in tourist accommodations shall be informed at the reception or in the room in writing (also electronically) personally or orally about the following aspects (see samples): - Energy (energy saving with heating, air condition and lighting) - Water and waste water (economical use, leakages, no waste into toilets, etc.) - Waste (waste avoidance, waste separation, multi-use packaging, refraining from the use of very small packs, etc.) Moreover recommendations on low food waste shall be communicated to the guests. - Nature conservation and biodiversity (natural environment, biodiversity, threat to species, behaviour in the course of the visit of protected areas, etc.) - Culture and cultural heritage (cultural a particularity, sights, traditions, tourist guides, restaurants, markets	<b>M</b>	<b>M</b>						

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**M** – Mandatory criterion; **(M)** – Mandatory criterion, only relevant if applicable, (e.g. to gastronomic offer, seminar offer, swimming pool, outdoor area...); **O** (if only numbers are listed in the column) – **Optional criterion**

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	and arts and crafts centres in the vicinity.) · Changing of towels and sheets (if possible indication of the possibility to refrain from the regular exchange of towels and sheets) · Environmentally preferable means of transport available to guests. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with his criterion, together with samples of information signs and communications to the guests.								
<b>M 07</b>	<b>Guest information at shelter huts</b> There must be information which is easily accessible for the guest indicating that the windows are to be closed when the heating is turned on, and the light is to be switched off when leaving the room/the accommodation. Guest staying overnight shall use in general a sleeping bag from the shelter hut. If towels and/or sheets are provided, the guest shall be informed that he or she can choose to forego the regular change of sheets and/or towels so as to make a contribution to environmental protection. Furthermore information has to be provided, if required, on correct behaviour in sensitive regions as well as on existing protected animal and plant species. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the text of the information (if applicable).							<b>M</b>	
<b>M 08</b>	<b>Communication of the gastronomic offer</b> a) The special quality of the food and drinks served, such as seasonal or organic products, MSC fish, etc., is pointed out directly (on place cards, daily menu cards, menus, etc.). All members of the service team (including external members) have been trained and are able to inform the guests also orally. b) Moreover in restaurants, catering, and buffet offers recommendations on low food waste shall be communicated to the guests (e.g. on the possibility to choose the size of the servings, side dishes, components of the meal and/or the possibility to take away remaining food). <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with information on the type of implementation (e.g. written information material) and on the training programme and its contents.	<b>1</b>		<b>1</b>	<b>M</b>	<b>1</b>			
<b>M 09</b> (EU 22)	<b>Transparency and use of the Eco-label in communication</b> The advertising material and the marketing communication of the enterprise shall be (among other things with a view to the communication of the environmental services and the Eco-label) correct and complete and comply with the existing offer. The enterprise must use the logo of the Eco-label from the time of the award onwards in its communication (e.g. on the internet, at the enterprise in the company folder, menu). <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, provide advertising material and show where the Eco-label has been applied.	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
<b>M 10</b>	<b>Guest satisfaction and feedback</b> The enterprise has established - depending on its size - possibilities to control and/or to measure the satisfaction of guests/visitors also concerning the sustainability aspects of the enterprise (e.g. questionnaire, (online) guestbook, assessment platforms). A clear procedure to record comments, complaints and responses of customers as well as of corrective measures carried out must be available. <i>Assessment and verification:</i> The applicant shall explain the procedure of collecting feedback and show how	<b>M</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>		<b>M</b>

**Abbreviations used for the modules:**

BEH – applies to tourist accommodations; PRI – relevant for private accommodations; GAS – applies to restaurant and catering businesses and to tourist accommodations offering meals; CAT – applies to catering enterprises (event catering); GEM – applies to industrial catering enterprises; TAG – applies to congress and event locations; SCH – applies to shelter huts; MUS – applies to museums and exhibition buildings

**M** – Mandatory criterion; **(M)** – Mandatory criterion, only relevant if applicable, (e.g. to gastronomic offer, seminar offer, swimming pool, outdoor area...); **O** (if only numbers are listed in the column) – **Optional criterion**

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	complaints are dealt with and corrective measures are taken, if required.								
<b>M 11</b>	<b>Sustainable products</b>	<b>M</b>	<b>2</b>	<b>2</b>		<b>2</b>	<b>2</b>		
	a) The enterprise actively supports local enterprises in the development and sale of sustainable non-food products or services that are based on the regional nature, history and culture (artisanal products, agricultural non-food products etc.) (1 point)								
	b) The enterprise uses elements of local art, architecture or the cultural heritage in its activities, in design, decoration or shops. (1 point)								
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion.								
<b>M 12</b>	<b>Leisure time offers and excursions</b>	<b>M</b>	<b>M</b>					<b>M</b>	
	If leisure time activities or excursions are organised by the enterprise attention has to be paid to the fact that taking into account cumulative impacts natural ecosystems are not disturbed and/or any disturbance that might occur is minimised and remediated, if required.								
	Leisure time offers of the enterprise as well as excursions to natural or culturally important sites which might be organised by the enterprise must not contain the following activities:								
	- Combustion engine-related off-road leisure time activities (activities which cause stress to nature and the environment due to noise and pollutant emissions from combustion engines and impair the recreational value)								
	- Ecosystem-sensitive activities								
	(activities which by treading on, making noise, or by withdrawing something for commercial purposes or by similar activities severely impair or jeopardize the existence of ecosystems and their fauna and flora)								
	- Culturally sensitive events								
	(Attending events which pretend a traditional cultural activity without its context only for the purpose of marketing among tourists).								
	- Offers/activities with particularly high resource consumption								
	- (activities whose resource consumption is unproportionally high compared to the locally available resources e.g. heli-skiing)								
	- Participants of the excursions /leisure time offers shall get respective information about correct behaviour in the protected areas and in cultural-historical sites.								
	- Excursions into protected areas, which have a natural, largely intact ecosystem and are not or hardly at all opened up for tourism, may only be offered for a maximum number of 8 persons and including local, trained and authorised tour-guides, and in compliance with all local requirements.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with details of the leisure time activities and excursions offered.								
<b>M 13</b>	<b>Consumption monitoring</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
<b>EU 5</b>	The enterprise must have, for the purpose of self-control and internal optimisation of the enterprise procedures for the monthly or at least annual collection of data on the following aspects:								
	a) Energy consumption								
	b) Water consumption								
	c) Generation of waste; at enterprises with food serving food wastes are to be monitored separately.								
	d) Consumption of chemical products (washing and cleaning agents, dishwasher detergents, disinfectants and other special cleaners)								
	The data collected for a-d are to be indicated as key figures, either per guest/overnight stay/visitor etc., or per area								
	Moreover the following data are to be collected, if applicable:								

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	<p>e) Percentage of final energy consumption met by renewable energy generated on site (%);</p> <p>f) Percentage of ISO Type I label products (%) used falling under the applicable criteria of the Eco-label.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with a description of the data collection procedures. When filing an application, the applicant shall provide the above-listed consumption data for at least the previous six months (if already available), and thereafter he/she shall provide these data for the previous year or the season every year. For long-term guests, the number of overnight stays can be based upon estimations of the operator. The enterprise submits jointly with the internal evaluation report and/or at least every two years a short summary of the above-mentioned consumption parameters.</p>								
<b>M 14</b>	<b>Accessibility of historical sites</b>	<b>M</b>	<b>M</b>				<b>M</b>		
	The enterprise enables people living in the neighbourhood access to sites and land of historical, archaeological, cultural and spiritual importance to the same extent as to its guests.								
	<i>Assessment and verification:</i> The applicant shall submit, if applicable, a statement of compliance with this criterion and explain that and in which way accessibility is provided.								
<b>M 15</b>	<b>General maintenance and customer service</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>		<b>M</b>
EU 4	<p>Resource-intensive equipment which is used to provide the services of the enterprise (e.g. heating, air condition, and electrical appliances) shall be serviced at regular intervals and, if necessary, maintained by qualified personnel. The intervals and maintenance measures required to do so are laid down in a written maintenance schedule.</p> <p>The maintenance shall include the inspection of possible leakage and assurance of the proper functioning at least for energy-relevant equipment (e.g. heating, ventilation and air conditioning (HVAC) appliances, refrigeration systems, etc.) and water equipment (e.g. plumbing fixtures, irrigation systems, etc.) as well as equipment with coolants.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with a list of the equipment and the commissioned persons/companies as well as with a short description of the maintenance programme.</p>								
<b>M 16</b>	<b>Comprehensive sustainability concept, sustainability report and procurement policy</b>	5		5	5	5	5		5
	<p>a) the sustainability concept of the enterprise contains (apart from the most relevant environmental aspects of the enterprise according to M01)</p> <ul style="list-style-type: none"> <li>- also economic, social, cultural, quality, health and security aspects, human rights issues, the consideration of risk and crisis management and the topic of biodiversity (3 points each per nomination, a maximum of 3 points)</li> <li>- Information on the respectful treatment of employees (1 point)</li> <li>- and, if required, a policy and strategies against commercial and sexual exploitation, in particular of children and teenagers. (1 point)</li> <li>- a presentation showing to which extent the establishment is integrated in the community and in community life and in which way this relation might be further improved, if required. (1 point)</li> </ul>								

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	<p>b) The action programme of the enterprise contains on more than three (1 point) and/or more than five (2 points) of the fields of topics listed concrete goals and implementation requirements.</p> <p>c) The enterprise pursues a sustainable procurement policy, which is laid down in writing, and which is known to all relevant units of the enterprise and is being implemented.</p> <p>d) A sustainability report according to the principles of the Global Reporting Initiative (GRI) is available (5 points)</p> <p><i>Assessment and verification:</i> The applicant shall submit relevant reports (e.g. comprehensive sustainability concept, action programme, procurement policy, sustainability report) and explain in which way they are implemented and communicated.</p>								
<b>M 17</b> b)=E U 61	<p><b>Employee policy and social benefits</b></p> <p>a) The enterprise actively takes measures aimed at the promotion of young people's education, equal treatment of all staff members, integration of people belonging to (local) minorities that go beyond the legal provisions (1 point)</p> <p>b) Staff members receive additional benefits, laid down in writing: e.g. time off for education, free meals or meal vouchers, work clothes free-of-charge, access to institutions and/or price reductions for products/services of the enterprise, travel allowance for public means of transport. (0.5 points for every social benefit, a maximum of 2 points).</p> <p>c) The enterprise has an active wishes &amp; complaints management scheme and a confidant has been appointed (1 point).</p> <p>d) When determining the working hours the enterprise and/or the premises takes into consideration the private situation of the employees and contributes thus to a good "work-life-balance". (1 point)</p> <p>e) The enterprise and or the premises cooperate in the field of staff recruitment with companies which aim at supporting less-favoured people with their re-entry into the primary labour market. (1 point)</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant supporting documentation, such as staff plan, social benefits laid down in writing, provision of the names of the relevant persons etc.</p>	5		5	5	5	5		5
<b>M 18</b>	<p><b>Comprehensive Training and Motivation of staff members</b></p> <p>The management motivates its staff particularly with respect to environmental activities at the enterprise (1 point each for up to two of the following measures):</p> <ul style="list-style-type: none"> <li>- The management of the tourist establishment appoints an environment team or lays down the environmental responsibilities for the individual areas in the staff plan</li> <li>- Comprehensive Training in all aspects mentioned under M 1 and M 16 is guaranteed for all personnel.</li> <li>- All personnel receive periodic training regarding their role in risk and crisis management.</li> <li>- Offering employees to take part in external training courses and seminars on subjects of relevance to the environment</li> <li>- Employee suggestion system with regard to environmental protection/sustainability</li> <li>- Awarding of premiums/prizes for outstanding environmental performances, savings made and the like</li> <li>- Communication of environmental achievements to the staff</li> <li>- Own measure...</li> </ul> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant supporting documentation confirming the measures fostering motivation.</p>	2		2	2	2	2		2
<b>M 19</b>	<p><b>Diversity Management</b></p> <p>The enterprise pursues a holistic strategy, by which the diversity of its staff members, guests and suppliers</p>	5		5	5	5	5		5

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	<p>are taken into consideration, appreciated, promoted, and used for the organisational goals. Examples (one point each per measures, maximum of 5 points):</p> <p>a) Special programmes to promote women are made use of (e.g. Labour Market Service, WAFF)</p> <p>b) Child care facilities for staff members at the enterprise, consideration of child care obligations of staff members with children in the organisation of the working time.</p> <p>c) Employees have been in paternal leave</p> <p>d) Employment/re-employment of employees of the generation 50+</p> <p>e) Employment (going beyond legal obligations) and vocational integration of handicapped people</p> <p>f) Employment of asylum seekers and migrants requiring a work permit</p> <p>g) International, multilingual and multicultural team of employees and external communication</p> <p>h) Further training / training on multilingualism or gender and diversity issues</p> <p>i) Taking into account holidays of recognised religious communities for staff members</p> <p>j) Special offers for certain groups of guests (Single parents – “single with child”, handicapped people, homosexual couples and families, ...)</p> <p>k) Presentation of suppliers of CSR or socio-economic enterprises on the website of the enterprise</p> <p>l) Charitable commitment of the enterprise in the region for charitable institutions.</p> <p>m) Laying down the diversity objectives in the corporate image of the enterprise</p> <p>n) Gender-sensitive language in the information material of the enterprise (homepage, folder)</p> <p>o) own measures</p> <p><i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with appropriate documentation on the offers.</p>								
<b>M 20</b>	<p><b>Child Protection Code</b></p> <p>The enterprise has signed the Tourism Child Protection Code (“The Code”) and contributes thus actively to the protection of children against sexual exploitation in tourism.</p> <p><i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with appropriate documentation (signing document).</p>	2							
<b>M 21</b>	<p><b>Staff accommodation</b></p> <p>Accommodation provided to the employees by the management complies with the requirements of the Eco-label (especially with regard to cleaning, furnishing and waste) (1 point)</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant supporting documentation confirming the measures fostering motivation.</p>	1					1	1	
<b>M 22</b>	<p><b>Guest questionnaire Environment and Sustainability</b></p> <p>The enterprise and/or the premises submits its guests/customers a questionnaire on how they evaluate the enterprise from the point of view of environment /sustainability. (1 point)</p> <p>The (online-) guestbook of the enterprise contains an explicit reference to desired entries on the Eco-label /the sustainability concept of the enterprise. (1 point)</p> <p><i>Assessment and verification:</i> The applicant shall provide a copy of the questionnaire and indicate its procedures for distributing and collecting it, and for taking the replies into account.</p>	1	1	1	1	1	1		
<b>M 23</b> a,c = EU 26	<p><b>Environmental communication and education</b></p> <p>(a) The enterprise and/or the premises informs the guests/customers/visitors about biodiversity, the landscape, and nature conservation measures on the spot (1.5 points).</p> <p>b) Guests/visitors are informed about projects on the protection of biodiversity and possibilities to promote them (1 point).</p>	5	4 a,b,c	3,5 a,b,d			5	5	5

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	c) Environmental education constitutes an integral part of the guest/visitors entertainment programme e.g. lectures, guided tours, presentations on environmental issues, such as biodiversity (1.5 points). (1.5 points) d) The enterprise draws the attention of important suppliers and service providers to the fact that sustainability and the protection of biodiversity constitute matters of special concern to the enterprise (1 point). <i>Assessment and verification:</i> The applicant shall submit a detailed statement of compliance with this criterion together with the respective documents (e.g. cover letter, programme, list of suppliers).								
<b>M 24</b>	<b>Promotional gifts</b> The promotional gifts given away by the enterprise are low-waste (no single-use products) or reusable or they are products made in the region and/or in a way that is compatible with the environment (1 point) <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation.	1	1	1	1	1	1		
<b>M 25</b> b) = EU 23	<b>Environmental and social standards of the enterprise</b> a) The enterprise and/or the premises has participated in an environmental programme (e.g. "Oekoprofit", "Klimabuendnis" etc.) or in a respective social programme (family-friendly enterprise, NESTOR Gold, etc.) and has been certified according to this programme (1 point per certification), if required. (b) The enterprise is registered under the Community Eco Management and Audit Scheme (EMAS) (5 points) or certified according to ISO 14001 (3 points) or certified according to ISO 50001 (2 points). In the case of current award with EMAS or ECOPROFIT identical requirements of the Eco-label are considered to be complied with (e.g. Waste Management Plan). <i>Assessment and verification:</i> The applicant shall provide appropriate evidence of participation or EMAS registration and/or of certification according to ISO 14001 or another environmental programme.	5	5	5	5	5	5		5
<b>M 26</b> b) = EU 24	<b>Environmental standards of suppliers</b> a) At least one of the main suppliers or service providers of the enterprise and/or the premises is a local enterprise and has participated in an environmental programme (e.g. "Oekoprofit", "Klimabuendnis", and Eco-label etc.) and is certified according to it, if required. (1 point) (b) At least two of the main suppliers or service providers of the enterprise and/or the location is registered according to the EMAS Regulation (5 points) or certified according to ISO 14001 (2 points) or ISO 50001 (1.5 points). For the purposes of this criterion a supplier with headquarters within a radius of 150 kilometres around the enterprise is considered to be a local supplier. <i>Assessment and verification:</i> The applicant shall provide appropriate evidence of the registration or certification of at least one (with a) and/or two of his main suppliers.	5	5	5	5	5	5	5	5
<b>M 27</b>	<b>Regional cooperation and integration</b> a) The enterprise participates actively in regional environment or sustainability initiatives, planning and management of the community or destination (1 point). b) The enterprise cooperates with enterprises of the region in an environment or sustainability project (1 point). (c) The enterprise participates actively in supra-regional initiatives for sustainability (e.g. national park partner enterprise) (1 point). d) Facilities of the enterprise can be used also by local people, external guests and staff members (e.g. swimming pool, sauna, conference rooms, restaurant etc.). This also includes local properties, sites and traditions of historical, archaeological, cultural and spiritual significance. (1 point). e) The organization contributes to the protection, preservation and enhancement of local properties, sites and	3	3	3	3	3	3		

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	traditions of historical, archaeological, cultural and spiritual significance. (1 point)								
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement on the compliance with this criterion, together with appropriate documentation on the projects in which the enterprise participates.								
<b>M 28</b>	<b>Eco-label travel offer</b>	3							
	a) The enterprise is part of an Eco-label travel offer of a tour operator which has been certified with the Eco-label (1.5 points).								
	b) The leisure time activities/excursions offered have been examined for their compatibility with biodiversity involving environmental protection/nature conservation authorities or NGOs. (1.5 points)								
	<i>Assessment and verification:</i> Submission of the documents of the cooperation with the tour operator (current list at <a href="https://reisen.umweltzeichen.at/">https://reisen.umweltzeichen.at/</a> at the time of the audit) and/or for the verification of the activities.								
<b>M 29</b>	<b>Regional economic enterprises</b>	1	1	1	1	1	1	1	1
	Contracts for work and services (execution of construction work, furnishing), service contracts and contracts concerning maintenance operations as well as design and print jobs are awarded to regional enterprises.								
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with the relevant documentation of the commissioned companies.								
<b>M 30</b> EU 88	<b>Compliance by subcontractors with mandatory criteria</b>	3					3		
	Subcontractors providing additional services (such as restaurant and catering service, wellness or seminars) comply at least with the mandatory criteria of the Eco-label applicable to the relevant service (1.5 points for each service offered).								
	<i>Assessment and verification:</i> The applicant shall provide appropriate documentation of contractual agreements with his subcontractors regarding their compliance with the mandatory criteria.								
<b>M 31</b>	<b>Detailed data acquisition</b>	3	3	3	3	3	3	3	3
	a) The enterprise collects data and develops key indicators (energy and water accounting, waste, cleaning agents) on a computer basis and makes the data available for the development of benchmarks (1 point).								
	b) The enterprise has additional energy and water meters installed so as to allow data collection on the consumption in different fields or of different machines. (1 point per category, a maximum of 2 points): a) rooms b) pitches c) laundry service d) kitchen service e) specific machines (e.g. refrigerators, washing machines).								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with a description of the electronic data collection procedure together with an analysis of the data collected (if already available).								

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## 5.2 Energy

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
<b>E 01</b>	<b>Energy certificate or energy survey</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
	An energy certificate according to OIB 6 must be available according to the legal requirements and, if necessary, supplemented by reasonable improvement or sanitation measures. If an energy certificate is not (yet) available, an energy survey conducted by an energy engineer or an energy consultant issued no longer ago than three years before the first application (a global analysis of the actual state of the enterprise with respect to energy, including building envelope and building services) must be available. The measures for improvement of the enterprise in the field of energy that are suggested within the framework of the energy certificate and/or the energy survey must be incorporated into the action programme of the enterprise. Enterprises which have leased the premises with little or low influence on the technical equipment of the building must at least carry out a survey of significant energy intensive tools and extrapolate their consumption data (energy and water consumption). Tools with a high savings potential are to be taken particularly into consideration and the replacement by highly efficient tools is to be laid down in the action plan. For shelter huts, private vacation rentals and small museums, an own survey, including a photo documentation, is possible. <i>Assessment and verification:</i> The applicant has to submit the energetic survey of the energy consultant and/or a survey carried out on their own in combination with an energy certificate according to OIB 6 and/or in the case of industrial catering enterprises, pure catering enterprises as well as shelter huts or private landlords surveys carried out completely on their own including a list of tools and/or a photo documentation.								
<b>E 02</b>	<b>Thermal insulation of windows</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
EU 33b	Windows in heated and/or air conditioned rooms and common areas shall be insulated with at least double glazing or equivalent. <i>Assessment and verification:</i> The applicant shall provide a self-declaration, if sufficient or a declaration from a professional technician indicating compliance with this criterion.								
<b>E 03</b>	<b>Maintenance of boilers</b>	<b>M</b>	<b>M</b>	<b>M</b>			<b>M</b>	<b>M</b>	
(EU 4)	a) The boilers must be maintained properly in compliance with the legal requirements, the relevant IEC and national standards and the instructions by the producer. b) Checks that the efficiency levels defined by legal provisions or by the instructions of the producer are met and that emissions do not exceed the legally defined threshold values have to be carried out once a year (or, in the case of micro-enterprises and shelter huts, according to the intervals defined by law. legislation). If maintenance tests have shown that the above-mentioned conditions are not met, corrective action shall be promptly taken.								
<b>E 04</b>	<b>Energy efficient space heating and water heating appliances</b>	<b>M</b>	<b>M</b>	<b>M</b>			<b>M</b>	<b>M</b>	
EU 6	The degree of efficiency in terms of incineration of existing boilers fired with liquid or gaseous fuels must								

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	<p>amount to at least 88 %.</p> <p>Existing cogeneration plants must comply with the definition of highly efficient cogeneration<sup>4</sup>.</p> <p>In the case of renewal or exchange of the heating plant during the period of validity of the Eco-label a renovation concept with priority on the building shell must be set up and the use of renewable sources of energy and/or the connection to district heating system that might exist must be provided for.</p> <p>(The requirements of the EU Ecolabel (Criterion 6) shall be taken into consideration in this context; if available and, if appropriate for this purpose, the respective boilers with an Eco-label according to ISO Type 1 shall be used.</p> <p>All systems bought within the period of validity of the Eco-label, and suitable to be used as hot-water central heating systems, shall be equipped with a buffer store</p> <p><i>Assessment and verification:</i> The applicant shall provide a technical report from those responsible for the sale and/or maintenance of the boiler indicating the efficiency of the boiler.</p>								
<b>E 05</b>	<p><b>Heat insulation of the boiler, the hot water tanks as well as the heating and drinking water pipes</b></p> <p>The boiler, the hot water tank, as well as the heating and drinking water pipes in rooms of the enterprise that are not heated shall be thermally insulated at least in the visible area.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion.</p>	<b>M</b>	<b>M</b>	<b>M</b>			<b>M</b>	<b>M</b>	
<b>E 06</b> EU 7 EU 10	<p><b>Energy-efficient air conditioning and air-based heat pumps</b></p> <p>Household air conditioners and air-based heat pumps installed within the duration of the Eco-label shall be equipped with an automatic switch off when windows are opened and when guests leave the room.</p> <p>Household air conditioners and air-based heat pumps installed within the duration of the Eco-label shall be equipped with an automatic switch off when windows are opened and when guests leave the room.</p> <p>Note: This criterion applies to electric mains-operated air conditioners and air-based heat pumps with a rated capacity of ≤ 12 kW for cooling, or heating, if the product has no cooling function. This criterion does not apply to appliances that use non-electric energy sources; and appliances of which the condenser — or evaporator — side, or both, do not use air for heat transfer medium.</p> <p>In shelter huts household air conditions are to be generally avoided and replaced by other appropriate measures such as overshadowing and insulation.</p> <p><i>Assessment and verification:</i> The user of the Eco-label shall inform the competent body about the new installation of the above mentioned appliances (at the latest in the course of the follow-up audit) and provide technical specifications from the manufacturer or the professional technicians responsible for installation, sale or maintenance of the air conditioning system indicating how the required efficiency is met.</p>	<b>M</b>	<b>M</b>	<b>M</b>			<b>M</b>	<b>M</b>	
<b>E 07</b> EU 13	<p><b>Coal, fuel oil, coal-briquettes and direct electric heating</b></p> <p>No heating oils having a sulphur content higher than 0.1% and no coal or coal-briquettes shall be used as an energy source. If heating oils are used as a source of energy, a conversion to alternative, <u>renewable</u> sources of energy shall be laid down in the action programme.</p> <p>Exclusively direct electrical heating as well as so-called “infrared heatings” are excluded as well if the electrical energy is not generated from an isolated water or wind energy system or originated at 100 % from renewable sources of energy.</p> <p>This criterion only applies to enterprises with an independent heating system.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, indicating the nature of the energy sources used. The compliance with this criterion shall be checked during</p>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	

<sup>4</sup> according to Annex III to Directive No 2004/8/EC of the European Parliament and of the Council or Annex II to Directive No 2012/27/EU if installed after 4 December 2012.

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No	Criteria ad requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	the on-site visit.								
<b>E 08</b>	<b>Storage of liquid fuels</b>							<b>M</b>	
	If, for the purpose of heating, liquid fuels are used, there must be retention tanks in order to avoid soil contamination.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion.								
<b>E 09</b>	<b>Energy-saving lighting technology and lighting equipment</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
EU 8	The enterprise shall meet minimum requirements of an energy efficient lighting technology, such as the use of energy-saving illuminants such as LEDs or energy-saving bulbs, time switches or motion detectors								
a,b	a) At the date of the Eco-label licence award:								
EU 10	i. at least 40 % of all lighting in the enterprise shall have at least energy efficiency class A								
c	ii. at least 50 % of lighting that is situated where the lamps are likely to be turned on for more than 5 hours a day shall have at least Class A.								
	b) within a period of a maximum of 2 years from the date of the Eco-label award:								
	i. at least 80% of all lighting in the enterprise shall have at least energy efficiency class A								
	ii. at least 100% of lighting that is situated where the lamps are likely to be turned on for more than 5 hours a day shall have at least energy efficiency class A								
	*Note: Percentages are set in reference to the total amount of light fittings suitable to use energy-saving lighting. The targets above do not apply to light fittings whose physical characteristics do not allow use of energy-saving lighting.								
	c) Automatic systems (e.g. sensors, centralised key/card, etc.) which turn all the lighting off when guests leave the room, shall be installed at construction and/or renovation of all new and/or renovated rooms within the duration of the Eco-label. (Note: Small enterprises/private vacation rentals are exempted from this provision).								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion as well as information about the measures taken as well as about the Energy Efficiency Classes of the lighting equipment used. Compliance with point b) shall be proved at the internal interim audit or at the follow-up audit at the latest.								
<b>E 10</b>	<b>Outside heating and air conditioning appliances</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
EU 11	Heating systems or air-conditioning for heating and/or cooling of outdoor areas (e.g. smoker's corners or outdoor eating areas must not be used on a site and by a catering enterprise awarded with the Eco-label as well as on the occasion of Green Meetings and Events.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion. The compliance with this criterion shall be checked during the on-site visit.								
<b>E 11</b>	<b>Electricity from renewable sources</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
EU 12	The enterprise must cover 100 % of its electricity demand from renewable sources of energy <sup>5</sup> .								
	In the case of contractual agreements which do not permit an immediate change of tariff, a change has to be included in the action programme and has to be proved in the course of the internal intermediate audit and/or at the follow-up audit, at the latest.								
	<i>Assessment and verification:</i> The applicant shall supply a statement of (or the contract with) the electricity supplier indicating the nature of the renewable energy source(s), the percentage of electricity supplied that is								

<sup>5</sup> According to Article 2(a) of Directive No 2009/28/EC, renewable energy sources means energy from renewable non-fossil sources, namely wind, solar, aerothermal, geothermal, hydrothermal and ocean energy, hydropower, biomass, landfill gas, sewage treatment plant gas and biogases.

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	from renewable sources of energy, and an indication of the maximum percentage that can be supplied. This requirement is considered to be met if either the offered total mix of the supplier or the concluded tariff comprises 100 % electricity from renewable sources of energy (wind, solar, geothermal, wave, and tidal energy, hydro-power, biomass and biogas).								
<b>E 12</b> EU 47a	<b>Outdoor swimming baths</b> Heated outdoor swimming baths must be covered overnight/during times when they are not used. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion (e.g. photographs showing covers).	<b>(M)</b>	<b>(M)</b>						
<b>E 13</b>	<b>Advanced energy consulting</b> a) the enterprise and/or the premises has (at least two years before the audit) taken part in a further/advanced energy consulting provided by an energy engineer/consultant and has implemented at least two of the recommendations for the improvement of energy efficiency suggested in the course of the consulting. (2 points) b) There shall be an energy KPI specifically related to the building (expressed in kilowatt hours per m <sup>2</sup> of TFA and year) (1 point). c) or an energy pass according to OIB is available for the whole building (3 points) d) The specific heating energy demand according to energy pass corresponds at least to class B (5 points) <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with documentation of the energy consulting (e.g. consulting report and/or energy pass, action plan). Advanced consulting must have taken place within a period of four years before the consulting.	5	5	5	5	5	5	5	5
<b>E 14</b>	<b>Fossil CO<sub>2</sub> emissions</b> a) The enterprise and/or the premises records its CO <sub>2</sub> emissions (e.g. per m <sup>2</sup> or per overnight stay/per cover/visitor) and communicates them actively to its guests (1.5 points) b) The CO <sub>2</sub> emissions generated are compensated via recognized climate protection projects <sup>6</sup> (3 points) <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the documentation of the communication to the guests and/or the compensation.	3	3	3	3	3	3	3	3
<b>E 15</b>	<b>Insulation of existing buildings</b> The building(s) of the enterprise and/or the premises has/have insulation above the minimal national requirements, so as to ensure a significant reduction of energy consumption. For at least two of the following parts of the building the following values according to OIB 6 are achieved: Ø Top floor ceiling: 0.20 Ø Outer walls: 0.35 Ø Cellar ceiling: 0.40 Ø Windows: 1.10 <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion from the appropriate energy technician, together with documentation on the insulation and on the minimum	2	2	2			2	2	2

<sup>6</sup> Climate protection compensation projects must be supervised by independent external auditing bodies and must verifiably contribute to the avoidance of greenhouse gas emissions. They should have positive ecological and socio-economic side effects and show the greatest possible transparency in project management and allocation of funds. These are for example

1. Projects recognised as Certified Emissions Reductions (CER) in the framework of the Clean Development Mechanism (CDM) of the United Nations Climate Secretariat (UNFCCC), <http://cdm.unfccc.int/Projects/projectsearch.htm>
2. the gold standard ([www.cdmgoldstandard.org](http://www.cdmgoldstandard.org)), or
3. national climate protection projects whose assessment criteria meet the standard of the domestic environmental subsidies of the Federal Ministry of Sustainability and Tourism (BMNT) ([www.climateaustria.at](http://www.climateaustria.at)).

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	national requirements.								
<b>E 16</b>	<b>Air traps</b>	1	1	1			1	1	1
	All the main entrance areas of the enterprise are equipped with an air trap (either structural or of a temporary kind).								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion.								
<b>E 17</b>	<b>Energy efficient space heating and water heating appliances</b>	1,5		1,5			1,5	1,5	
EU 28	The enterprise has at least the following appliances:								
	a) a water-based space heating appliance meeting EU Ecolabel criterion 6(a) <sup>7</sup> (1 point);								
	b) a local space heating appliance having at least the energy Class A <sup>8</sup> as defined in Commission Delegated Regulation (EU) 2015/1186 (1 point).								
	c) a water heating appliance meeting EU-Ecolabel criterion 6(c) (1 point).								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with a report from the professional technician responsible for the sale and/or maintenance of the space and water heat appliances indicating how the required efficiency required under EU-Ecolabel criterion 6(a), (b) and (c) is met. EU Ecolabel water-based heaters products shall be deemed to comply with the requirement under criterion 6(a) (ii).								
<b>E 18</b>	<b>Lowering the heating temperature</b>	1,5	1,5	1,5			1,5	1,5	
	The heating temperature is reduced during the night, per floor (according to demand) or in vacant guest rooms.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the documentation on the heating control system.								
<b>E 19</b>	<b>Emissions from space heaters</b>	1,5	1,5	1,5			1,5	1,5	
EU 37	For space heaters in the enterprise the nitrogen oxide (NOx) content of the exhaust gas shall not exceed the following limit values:								
	• <u>Gas heaters:</u> For water-based heaters equipped with internal combustion engine: 240 mg/kWh GCV energy input								
	For water-based and local heaters equipped with external combustion (boilers): 56 mg/kWh GCV energy input								
	• <u>Liquid fuel heaters:</u> For water-based heaters equipped with internal combustion engine: 420 mg/kWh GCV energy input								
	For water-based and local heaters equipped with external combustion (boilers): 120 mg/kWh GCV energy input								
	• <u>Solid fuel heaters:</u> Water-based space heaters: 200 mg/Nm <sup>3</sup> at 10 % O <sub>2</sub>								
	Local space heaters: 200 mg/Nm <sup>3</sup> at 13 % O <sub>2</sub>								
	For solid fuel boilers and solid fuel local space heaters in the enterprise, the emissions of particulate matter (PM) of the exhaust gas shall not exceed the limit values laid down in Regulation (EU) 2015/1189 and in Regulation (EU) 2015/1185, respectively.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with a report from the professional technician responsible for the sale and/or maintenance of the								

<sup>7</sup> Commission Decision (EU) 2017/175 of 25 January 2017 on establishing EU Ecolabel criteria for tourist accommodation

<sup>8</sup> According to the definition in Commission Delegated Regulation (EU) 2015/1186 of 24 April 2015 (energy labelling of local space heaters)

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	space heat appliances indicating how the requirements are met.								
<b>E 20</b>	<b>Building automation</b>	3					3		
	A holistic, cross system regulation, depending on the weather as well as on the enterprise (automatically) leading to a resource-saving an optimised use of all important technical facilities of the building (heating, ventilation, air condition) (3 points).								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with a report from the technician responsible for the sale and/or maintenance of the facility.								
<b>E 21</b>	<b>Energy efficient air conditioning and air-based heat pumps appliances</b>	3,5	3,5	3,5	3,5	3,5	3,5		3,5
EU 29	The enterprise must comply with one of the following requirements: a) 50 % of household air conditioners or air-based heat pumps (rounded to the next integer) have an energy-efficiency according to the currently second-best efficiency class (1.5 points); b) 50 % of household air conditioners or air-based heat pumps (rounded to the next integer) have an energy-efficiency according to the currently second-best efficiency class (3.5 points);								
	<i>Assessment and verification:</i> The applicant shall provide a technical report from the professional technician responsible for the installation, sale and/or maintenance of the air conditioning system indicating how the energy efficiency requirements are met.								
<b>E 22</b>	<b>Automatic switching off of devices and lighting</b>	4,5	4,5	4,5			3		1,5
EU 34	a) 90 % of the rooms rounded to the next integer) shall be equipped with an automatic switch off of installed HVAC systems when windows are opened and when guests leave the room (1.5 points); b) 90 % of the guest rooms in the tourist accommodation (rounded to the next integer) shall be equipped with an automatic system which turns the lights off when guests leave the room (1.5 points); c) 90 % of the outside lighting (rounded to the next integer) not needed for security reasons shall be turned off automatically after a defined time, or be activated through a proximity sensor (1.5 points).								
	<i>Assessment and verification:</i> The applicant shall provide a technical report from the professional technician responsible for the installation, sale and/or maintenance of these appliances.								
<b>E 23</b>	<b>Heat energy from renewable energy sources</b>	3,5	3,5	3,5	3,5	3,5	3,5	3,5	3,5
EU 40	a) At least 70 % of the total energy used to heat or cool the rooms or to heat the hot sanitary water come from renewable energy sources (1.5 points). b) 100 % of the total energy used by the tourist establishment to heat or cool the rooms (2 points) or to heat the hot sanitary water (1.5 points) come from renewable energy sources.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with data on the energy consumed in heating rooms and hot water and documentation showing that at least 70 % (respectively 100 %) of this energy comes from renewable energy sources.								
<b>E 24</b>	<b>Swimming pool heating with RES</b>	1,5	1,5						
EU 41	a) At least 50 % of the energy used to heat the water in swimming pools come from renewable energy sources (1 point) b) 100 % of the energy used to heat the water in swimming pools come from renewable energy sources (1.5 points).								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with data on the energy consumed in heating swimming pool water and documentation showing the amount of energy used that comes from renewable energy sources.								

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No	Criteria ad requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
<b>E 25</b> EU 35	<b>District heating/cooling and cooling from a CHP system</b> a) The enterprise and/or the premises must be connected to a district heating or cooling system using at least 50 % renewable energy, 50 % waste heat, 75 % cogenerated heat or 50 % of a combination of such energy and heat. b) The cooling system of the enterprise must be provided by a high efficiency CHP unit according to Directive No 2012/27/EU (2 points). <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation on the connection to the district heating system and/or the cooling system by means of cogeneration.	4	4	4	4	4	4		
<b>E 26</b> EU 30	<b>Air-based heat pumps up to 100 kW heat output (3 points)</b> The enterprise has at least one air-based heat pump, for which an ISO type I Eco-label has been awarded <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion together with documents on the heat pump indicating how the energy efficiency requirements are met (if applicable). Where ISO type I Eco-label heat pumps are used, the applicant shall provide a copy of the type I label certificate or a copy of the label on the package	3	3	3	3	3	3	3	
<b>E 27</b>	<b>Solar air system</b> The shelter hut uses an off-grid solar air collector (solar air system) for ventilating and heating with solar energy. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with documentation on the solar air system.							2	
<b>E 28</b> EU 9 EU 33a	<b>Heat regulation</b> a) The temperature in every common area (for example restaurants, lounge areas, and conference rooms) shall be individually regulated; in cooling mode, the temperature for common areas is set at or above 22 °C (+/- 2 °C on customers' request) for the duration of the summer; while in heating mode, is set at or below 22 °C (+/- 2 °C on customers' request) for the duration of the winter. b) Guest shall be able to regulate the temperature in every room. c) The thermoregulatory system shall allow individual regulation within the following designated range (2 points). i. the room temperature, while in cooling mode, is set at or above 22 °C for the duration of the summer; ii. the room temperature, while in heating mode, is set at or below 22 °C for the duration of the winter. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with documentation on the thermoregulatory systems or procedures followed to set the designated temperature ranges.	4	4	4	4	4	4	4	
<b>E 29</b>	<b>Radiator covers</b> At least 80% of the radiators at the enterprise and/or the premises are not screened by covers or furnishings (e.g. floor-length curtains, furniture or casings) obstructing air circulation and thus heat release. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion.	1	1	1			1	1	1
<b>E 30</b> EU 32	<b>Heat recovery</b> The enterprise and/or the premises has a heat recovery system for one (1.5 points) or two (3 points) of the following categories: Refrigeration systems, ventilators, washing machines, dishwashers, swimming pool(s), sanitary waste water. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with documentation on the heat recovery systems.	3		3	3	3	3	3	

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No	Criteria ad requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
<b>E 31</b>	<b>Daylight in seminar rooms</b> The greater part of the function rooms are for at least 6 hours per day sufficiently lit by daylight in a way that no additional artificial lighting facilities need to be turned on. <i>Assessment and verification:</i> A statement of compliance with this criterion is presented and, if necessary, additionally evidenced by photographs or plans.	2		2			2		
<b>E 32</b>	<b>Energy-saving lighting technology in event rooms</b> a) At least 50 % of the spotlights used are LED spotlights (1 point) b) 100% of the spotlights used are LED spotlights (2 points). <i>Assessment and verification:</i> Detailed statement of compliance by the organiser/licensee on the compliance with this criterion or evaluation in the energy survey.	2		2			2		
<b>E 33</b> EU 38 EU 39	<b>Eco-electricity from the public power grid and/or energy generation on the site</b> (a) 100% of the electricity of the enterprise and/or the premises is generated from renewable energy sources for the purposes of the Austrian Eco-Label Guideline "Green Electricity" (3 points). (b) The electricity used by the enterprise and/or the premises bears the Austrian Eco-label or another national or regional ISO Type I Eco-label (4 points). (c) The enterprise and/or the premises has an on-site electricity-generation system from renewable sources of energy. This electricity generation must show the following capacity: - at least 10% of the overall electricity consumption per year (1 point); - at least 20% of the overall electricity consumption per year (3 points); - at least 50% of the overall electricity consumption per year. (5 points) <i>Assessment and verification:</i> The applicant shall provide a declaration of the power-supply company (or an agreement concluded with such company) stating the type of renewable energy source(s) used and the percentage share of the electricity generated from renewable energy sources or evidence of the certification according to an Eco-label. For requirement b) documents regarding the electricity flows from a to the grid are considered to be proof of any net contribution of electricity from renewable energy sources to the grid. For the purposes of this criterion, local biomass is considered to be biomass from a source located within a 150 kilometres radius of the enterprise. If the self-generation of renewable electricity leads to the issuing of guarantees of origin, the self-generation can only be taken into account if the guarantees of origin do not end up on the market, but are cancelled to cover the local consumption.	5	5	5	5	5	5	5	5
<b>E 34</b>	<b>Demand-oriented regulation of sauna times</b> a) All sauna units and vapour baths have a demand-oriented timer control. (1 point) b) There exist precise written instructions on the demand-oriented regulation on the duration of utilisation and operational readiness of the sauna. (1 point) <i>Assessment and verification:</i> The applicant shall provide a technical report from the professional technicians responsible for the installation and/or maintenance of the sauna system and/or the respective instructions for the staff members.	1	1						
<b>E 35</b> EU 36	<b>Electric hand driers with proximity sensors</b> All electric hand driers (1 point) are fitted with proximity sensors or bear an ISO Type I Eco-label. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion and appropriate supporting documentation.	1	1	1	1	1	1		

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### 5.3 Water

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
<b>W 01</b>	<b>Water protection and water use</b>	<b>M</b>	<b>M</b>				<b>M</b>		
	The water utilisation of the enterprise is sustainable and does not impair environmental flows. If there is no supply from the public grid the origin of the water obtained by the enterprise is to be presented, cumulative effects of water utilisation are to be taken into consideration and potential water risks are to be evaluated. If a high water risk is identified in certain areas, goals to minimise these risks are identified and pursued in the sustainability concept.								
	<i>Assessment and verification:</i> The applicant has to present the origin of the water obtained and to show that the water utilisation has no negative effects and/or which steps have to be taken in the case of an identified water risk.								
<b>W 02</b> (EU 14 c) EU 15 a,b	<b>Water saving technology</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
	a) All toilet tanks have either an automatic or manual flush-stop button or a 2-button system or they are designed to consume not more than 6 litres per flush. (Toilet tanks installed within the duration of the Eco-label licence shall have an effective water consumption of ≤ 4.5 l per flush.)								
	b) Urinals shall be equipped with an automatic (limited in time) or manual control, in order to ensure that no continuous flushing takes place and that uninterrupted flushing is avoided.								
	c) The water flow from taps and showers must (except for sink fittings and mixed batteries for bath tubs) not exceed 12 litres per minute. In the case of new acquisitions of water faucets and showers a value of a maximum of 9 litres per minute for showers and/or 6 litres per minute for water faucets shall be reached.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with documents explaining how the enterprise fulfils the criterion and relevant documentation. New installations of toilets, urinals and sanitary fittings within the duration of the Eco-label licence shall be documented by respective documents. Fittings, toilets and urinals bearing a Type I Eco-label satisfying the above mentioned requirements will be deemed to comply. Appropriate evidence has to be presented.								
<b>W 03</b>	<b>Waste water treatment</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
	All waste water shall be treated.								
	If a connection to the local sewage treatment plant is not possible, the enterprise must have its own purification system or its own water treatment system that meets the requirements of relevant local, national or European legislation.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with documentation on the connection to the municipal sewage treatment plant or on its own waste water treatment system, as appropriate.								
<b>W 04</b>	<b>Mobile dish-washers</b>				<b>M</b>				
	In the case of the use of dish-washers they must be connected to the public wastewater disposal system or a wastewater disposal concept must be submitted.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with documentation on the possibilities of connection to the municipal sewage treatment plant or on an own wastewater treatment plan.								
<b>W 05</b> EU 43	<b>Water-saving toilets and urinals</b>	4,5	4,5	4,5	4,5	4,5	4,5	4,5	4,5
	a) All urinals of the enterprise or of the premises use a waterless system (1,5 points) or have a manual/electronic flushing system, which permits single flushing of every urinal only when used (1 point).								
	b) At least 50 % of urinals (rounded to the next integer) have been awarded the ISO type I Eco-label (1,5								

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	points). c) At least 50 % of the toilet flushing facilities (rounded to the next integer) have been awarded the ISO type I Eco-label (1,5 points). d) The enterprise uses exclusively dry toilets or compost toilets. (1.5 points) <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation. Toilets and urinals bearing a Type I Eco-label satisfying the above mentioned requirements will be deemed to comply with this criterion. Appropriate evidence has to be presented.								
<b>W 06</b> EU 42	<b>Water-saving bathroom taps and showers</b> a) The average flow from all taps and shower heads excluding bath taps does not exceed 8 litres/minute (1 point). b) The average water flow rate of showers does not exceed 7 litres/minute and of bathroom taps (except bathtubs) it does not exceed 6 litres/minute (2 points). c) At least 50 % of the bath taps and showers flushes (rounded to the next integer) have been awarded the ISO type I Eco-label (2 points). d) All showers and/or taps in common areas have a system (automatic timer or proximity sensor) to stop the flow of water automatically after a certain time if the tap is not in use. (1.5 points) e) At least 95% of taps allow a precise and prompt regulation of the water temperature and of the water flow. (1 point) <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation. Sanitary tapware bearing the ISO type I label satisfying the above mentioned requirements will be deemed to comply. Appropriate evidence has to be presented.	5,5	5,5	5,5	5,5	5,5	5,5	5,5	5,5
<b>W 07</b>	<b>Use of shower coupons</b> All showers at the enterprise are operated with shower coupons. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion.							1	
<b>W 08</b> EU 47	<b>Indoor swimming pool cover</b> At night and/or when the filled swimming pool is not used for more than a day, it is covered to prevent the cooling of the water in the pool and to reduce evaporation. <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with supplementary documentation.	1							
<b>W 09</b> EU 59	<b>Waste water treatment on the spot</b> a) Where it is not possible to send waste water for centralised treatment, on-site waste water treatment shall include pre-treatment (sieve/bar-rack, equalisation and sedimentation) followed by biological treatment with > 95 % BOD (biochemical oxygen demand) removal, > 90 % nitrification and (off-site) anaerobic digestion of excess sludge (2 points). b) If car washing facilities are offered within the enterprise, car washing shall be allowed only in areas which are specially equipped to collect the water and detergents used and channel them to the sewerage system (1 point). The applicant shall provide a statement of compliance with this criterion, together with appropriate supporting documentation (e.g. photographs for requirement (a) and technical specifications from the manufacturer or the professional technicians responsible for installation, sale or maintenance of the wastewater system for requirement (b)).	3	2					2	

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**M** – Mandatory criterion; **(M)** – Mandatory criterion, only relevant if applicable, (e.g. to gastronomic offer, seminar offer, swimming pool, outdoor area...); **O** (if only numbers are listed in the column) – **Optional criterion**

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## 5.4 Waste

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
<b>WA 01</b>	<b>Waste management plan</b> The enterprise shall submit a current waste management plan in writing. The waste management plan shall be updated in the course of the follow-up audits. If more than one legal person is active on one site it is possible to submit a joint waste management plan. If the enterprise is EMAS certified this is also considered to be a waste management plan. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with a copy of the waste management plan, which shall contain in particular a waste-relevant presentation with description of the wastes generated (Type, quantities, source, internal storage facilities of the enterprise, internal whereabouts and (external) recipients), presentation of waste logistics and description of the measures in favour of waste avoidance already taken as well as assessment of the future development of preventive organisational measures in order to ensure the compliance with legal provisions in the field of waste management.	M	M	M	M	M	M	M	M
<b>WA 02</b> EU 19 b	<b>Waste separation and sending for recycling</b> Wastes shall be separated in a way allowing a good recovery by the respective waste treatment institutions. In this context special consideration is to be given to hazardous wastes. These wastes are to be separated, collected, and disposed of appropriately. In the case of events outside the premises (e.g. event catering) special emphasis is to be placed on a structured waste separation. Especially Unavoidable waste food shall be disposed of properly (e.g. biogas plant). Materials that cannot be recycled must be disposed of properly. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with an explanation of the different categories of waste accepted by the local authorities, and the way collecting, separating, handling and disposing of these categories is organised within the enterprise, and/or relevant contracts with private enterprises. The compliance with this criterion shall be checked during the on-site visit.	M	M	M	M	M	M	M	M
<b>WA 03</b> EU 19 a	<b>Waste separation by guests / visitors</b> At least at one central point of the enterprise and/or on each floor and/or in the rooms (in tourist accommodations) adequate containers shall be provided to allow guests to separate waste according to local or national systems. Information shall be provided in the rooms/in different areas of the accommodation asking the guests to separate their waste, in particular if waste separation facilities are not made available in the rooms. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with details of the containers and a copy of the signs/information. The compliance with this criterion shall be checked during the on-site visit.	M	M				M		M
<b>WA 04</b>	<b>Waste bins in toilets</b> Each (ladies) toilet has to be equipped with a suitable waste bin; the guests and visitors have to be requested not to flush down the respective waste but to dispose of it in the waste bin. <i>Assessment and verification:</i> The applicant provides a statement of compliance with this criterion, together with an indication of the wording of the information for the guests.	M	M	M	M	M	M	M	M
<b>WA 05</b>	<b>Fat separators</b> Fat separators have been installed (1 point).	1		1	1	1		1	

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation.								
<b>WA 06</b>	<b>Fat/oil disposal</b>	1	1						
	Proper disposal of own fat/oil is offered to guests where appropriate (e.g. in apartments) (1 point).								
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation.								
<b>WA 07</b>	<b>Waste separation in the rooms/on the floors</b>	2	2				1		
	a) On each floor (for rented apartments) or in the room (for tourist accommodations the enterprise) provides labelled bins for the separate collection of at least two recyclable waste fractions and residual waste by the guest (1 point).								
	b) Apartments/rooms/rented accommodations equipped with cooking facilities are provided with a labelled bin for the collection of biogenic waste (1 point).								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion. The compliance with this criterion shall be checked during the on-site visit.								
<b>WA 08</b>	<b>Waste disposal by guests in refuges</b>							2	
	No waste bins for guests are provided. Guests are requested to, and assisted in, taking the waste they generated down to the valley again and to dispose it properly. For this purpose, compostable bags are provided.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
<b>WA 09</b> <b>EU 57</b>	<b>Used textiles, furniture and other products</b>	2	2	2			2	2	1 (a)
	The enterprise has concrete procedures for the further use of long-life products:								
	a) Donation activities for all furniture and textiles that reach the end of their usable life within the enterprise but are still usable. End users shall include employees and charity or other associations which collect and redistribute goods. (1 point)								
	b) Reused/second-hand products procurement activities for furniture. Suppliers shall include second-hand markets or other associations/collectives which sell or redistribute used goods (1 point)								
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with appropriate supporting documentation (e.g. written procedure including end user contact details, receipts and records of goods previously used or donated).								
<b>WA 10</b>	<b>Use of refillable products</b>	2	2	2			2		
	a) The enterprise and/or the premises uses only rechargeable cartridges for toner for printers and (colour) photocopiers (1 point).								
	b) Passing on of refillable cartridges for toners of printer etc. to charitable institutions for recycling or recovery (1 point)								
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with appropriate supporting documentation from the refillers of the toner cartridges.								

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## 5.5 Air / Noise

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
<b>N 01</b>	<b>No smoking in common areas</b> and in rooms	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
EU 20	a) Smoking is prohibited in commonly used (indoor) areas as well as in the whole leisure time – wellness area. b) No smoking shall be allowed in at least 80 % of guests' rooms or rental accommodations (rounded to the next integer). <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion and documentary evidence (such as pictures of the signs displayed inside the enterprise). The applicant shall indicate the number of guests' rooms and shall indicate which of these are non-smoking.								
<b>N 02</b>	<b>Noise prevention</b>							<b>M</b>	
	The enterprise shall take measures to reduce or prevent noise. - Compliance with the “hut quiet” or “lights out at 10” rule - Sound insulation measures for noise emitters, e.g. power sets, pumps <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with a list of measures taken for the purpose of noise prevention.								
<b>N 03</b>	<b>Non-smoking enterprise</b>	2	2				2	<b>M</b>	<b>M</b>
EU 60	The whole enterprise and /or the premises has been declared to be a non-smoking accommodation. Smoking is only permitted outdoors. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion and documentary evidence such as pictures of the “No smoking” signs displayed inside the rooms or rental accommodations.								
<b>N 04</b>	<b>Indoor air quality</b>	3	3						
EU 85	The enterprise provides an optimal indoor air quality through one of the following measures: a) In all rooms, rented accommodations common areas and sanitary facilities it is refrained completely from scenting. (1 point). b) Sheets, towels and textiles are washed with detergents without fragrances (1 point). c) the cleaning is done exclusively with fragrance-free agents (1 point). <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate supporting documentation. As regards the fragrance free requirement, a list of components/ingredients of fragrance free washing and cleaning shall be considered as sufficient.								
<b>N 05</b>	<b>Noise prevention</b>	3	3	3			3		
	The enterprise assesses and identifies potential sources of noise and takes measures to prevent and/or avoid noise. (per measure 1 point, up to three points). Examples: • Observation of rest periods in the accommodation (local or time limit to sound; no non-stop background music, prevention of noisy activities etc.) • The acoustic atmosphere is not created by means of music, but with other means. • Mobile phone-free areas • Special structural measures (noise-control ceilings and walls etc.) • Completely sound-free zones are available and are marked as such. • The wellness area includes noise-imposition-free rest areas.								

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	<p>Information: Guests have the opportunity of influencing themselves the type and intensity of the volume and are informed accordingly.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with a list of measures taken for the purpose of noise prevention.</p>								
<b>N 06</b>	<p><b>Measures to improve the acoustics</b></p> <p>a) The enterprise relies deliberately on measures to create a more favourable acoustics and to dampen reverberations in lounges (e.g. By means of a balanced ratio between hard and soft materials, use of soft, rough and/or perforated surfaces (textiles, carpets, curtains, perforated wood/wood material or plasterboard panels/gypsum fibreboards, acoustic plasters as well as plaster with cellulose flakes) or acoustic sails, acoustic paravents, acoustic luminaires, ceiling or wall absorbers etc.) (2 points)</p> <p>b) A construction, extension or renovation takes (took) place involving an acoustician and with preparation of an acoustic concept. In the course of the planning process an exact interpretation and implementation with measurement of the status quo and the reverberations takes (took) place. (2 points)</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion together with a list of measures taken for the purpose of improving acoustics.</p>	4		4			4		

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## 5.6 Office / Printing

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
<b>O 01</b>	<b>Office paper</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
EU	Office papers must be certified with an Eco-label (according to ISO type 1). The replacement of still existing non-certified office paper and inefficient lightning equipment, if there should be any, shall be laid down in the action programme with a short implementing period, and proved until the follow-up inspection.								
51c	<i>Assessment and verification:</i> The applicant shall provide data and documentation (e.g. the relevant invoices) on the papers used. Products bearing the ISO type I Eco-label satisfying the above-mentioned requirements will be deemed to comply. Appropriate evidence has to be presented.								
<b>O 02</b>	<b>Paper needed for seminars</b>	<b>(M)</b>		<b>(M)</b>			<b>M</b>		
	The paper of the stationary made available for meetings and seminars (such as writing pads, flip chart pads, etc.) must be certified with an Eco-label (according to ISO type 1) or made of 100 % recycled paper or be totally chlorine-free (TCF). The replacement of still existing inadequate products, if there should be any, shall be laid down in the action programme with short implementation periods and proved until the follow-up inspection.								
	<i>Assessment and verification:</i> The applicant shall submit data and documentation (such as the respective invoice) on the products used. Products bearing the ISO type I Eco-label satisfying the above-mentioned requirements will be deemed to comply. Appropriate evidence has to be presented.								
<b>O 03</b>	<b>Paper, envelopes and files</b>	3	3	3	3	3	3	3	3
a) =	a) Office paper bear the Austrian Eco-label or the German Eco-label (Blauer Engel) (1 point)								
EU	b) At least 80% of the envelopes are made of 100% recycling paper (1 point).								
51c	c) At least 90 % of the further processed paper products (exercise books, notebooks, files, envelopes bear and Eco-label according to ISO type 1 (1 point)								
d) =	<i>Assessment and verification:</i> The applicant shall provide data and documentation (such as the relevant invoices) on the quantities used with regard to these products and the number of products complying with the requirements. Products bearing the ISO type I Eco-label satisfying the above-mentioned requirements will be deemed to comply. Appropriate evidence has to be presented.								
EU									
51e									
<b>O 04</b>	<b>Paper used for hotel folders and print jobs</b>	4	4	4	4	4	4	4	4
b) =	(a) Paper used for external printing jobs (e.g. for hotel folders, letter paper etc.) is totally chlorine-free (TCF) (1 point) or made of 100% recycled paper (1.5 points) or bears an Eco-label according to ISO Type 1 (2 points) or complies with the criteria of the database for ecological printing papers from Ökauf Wien (1 point).								
EU	(b) Printed products are produced in certified printing companies according to the requirements of an ISO type I Eco-label Guideline for Printed Products and are marked accordingly (2 points).								
51d	<i>Assessment and verification:</i> The applicant shall provide data and documentation (such as the relevant documents on awarded jobs or invoices) on the products used and, if relevant, on the number of products carrying an eco-label. Products bearing the ISO type I Eco-label satisfying the above-mentioned requirements will be deemed to comply. Appropriate evidence has to be presented.								
<b>O 05</b>	<b>Seminar equipment</b>	3		3	3		3		
	a) The paper of the stationery made available for conferences and seminars (such as writing pads, flip chart pads, office paper) bear an ISO Type I Eco-label (1 point) or are made of 100 % recycled paper (1 point).								
	b) The enterprise uses exclusively environmentally benign pin boards (e.g. cork board) (1 point) and recyclable whiteboards (1 point).								
	c) The enterprise uses exclusively refillable pens, markers and ballpoint pens, and untreated pencils (1 point).								

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with data and documentation (such as the relevant invoices) on the quantities used with regard to these products and the number of products complying with the requirements.								

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## 5.7 Cleaning / chemicals / hygiene

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
<b>C 01</b>	<b>Storage and use of chemicals</b> The <b>storage, use, handling and disposal</b> of chemicals is carried out and administrated properly. The use of potentially polluting substances (e.g. pesticides, disinfectants, solvents) is reduced to a minimum amount and only resorted to if less harmful products or procedures are not available. <b>Disinfectants</b> shall be used only where necessary in order to comply with legal hygiene requirements. <b>Biocides</b> (pest repellents) shall only be used in the case of requirements imposed by official authorities or in the case of severe infestation which cannot be controlled by other means and subject to the commissioning of professional pest controllers. An exception shall only be made for biological methods, e.g. Pheromones (moth traps) <b>Plant protection products</b> may only be used in justified exceptional cases. Only plant protection products which may be used in organic farming are permitted. <i>Assessment and verification:</i> The applicant shall provide information about the compliance with this criterion together with information about the correct handling and if required documents indicating which potentially polluting products are used and in which way their minimisation is provided for.	M		M	M	M	M		M
<b>C 02</b>	<b>Dirt stoppers</b> In all main entrance areas of the enterprise dirt stoppers are to be set up (e.g. heavy doormats behind the entrance in the internal area, which are as long and as broad that nobody can pass by it). <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion.	M	M	M	M	M	M	M	M
<b>C 03</b>	<b>Detergents, washing-up liquids, cleaning agents</b> The enterprise must use at least three products (washing up liquid for manual washing up and/or cleaning agent for dish washers and/or detergents and/or all-purpose cleaners) with Eco-label (according to ISO type 1) and/or according to positive list of the Environmental Counselling Services paying considering whether the products and/or components used are decisive in their respective product category in quantitative terms and in terms of turnover. (If the cleaning is outsourced, the tender paper shall contain appropriate requirements. In the case of existing contracts a transitional period can be granted until phase-out.) <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with relevant documentation (invoices, declarations by the producer).	M	M	M	M	M	M	M	M
<b>C 04</b>	<b>Drainpipe cleaners</b> If needed, equipment for the mechanical/physical cleaning of drainpipes (e.g. air-pressure pump, coil, sink plunger ...) shall be available in the enterprise. The staff shall be appropriately informed about that and about the way these products shall be used instead of chemical drain and pipe cleansers. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant documentation on staff information.	M	M	M	M	M	M	M	M
<b>C 05</b>	<b>In-tank automatic toilet bowl cleaners and toilet deodorizer blocks</b> In all sanitary facilities which are accessible for guests, visitors, customers and staff members which fall within the sphere of competence of the enterprise none of the following products may be used: · Toilet deodorizer blocks and urinal blocks · Automatically dosed in-tank toilet bowl cleaners and flush-tank additives <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion,	M	M	M	M	M	M	M	M

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January 2018		Criteria and requirements		BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
No		together with appropriate documentation.									
C 06		<b>Minimisation of disposable products in the sanitary sector.</b>		M	M					M	
EU 18a	a) Disposable toiletries items (shower caps, brushes, nail files, shampoos, soaps etc.) shall not be available to guests in <u>guest rooms</u> (but they can be requested by guests at the reception). Exceptions are made in the case of a legal obligation or a requirement of an independent quality rating /certification scheme or of quality guidelines of a hotel chain the tourist accommodation is a member of.										
	b) One-way toothbrush tumblers may only be used if they are made of renewable raw materials, are biodegradable and can be composted <sup>9</sup> .										
	c) Disposable towels and bed sheets shall not be used in rooms.										
	If the use of the respective disposable products is required by applicable legal provisions encourage the guests in an appropriate way to use reusable products.										
	Assessment and verification: The applicant shall provide a statement of compliance with this criterion, if required, together with an indication of which disposable products are used. Moreover documents on refillable products and/or on the information by which the guests are (if required) encouraged to use reusable products shall be submitted. Any legislation or independent quality rating/certification scheme requiring the use of disposable items shall also be provided.										
	In order to furnish proof that single-use drinking vessels comply with this criterion a voucher showing that EN 13432 is complied with has to be submitted.										
	The compliance with this criterion shall be checked during the on-site visit.										
C 07		<b>Cleaning rota</b>	1,5	1,5	1,5	1,5	1,5	1,5	1,5	1,5	
	The enterprise and/or the premises draws up, in writing, a cleaning rota (and, if necessary, a disinfection rota), which contains information on how often, by whom and with what <u>all areas</u> of the enterprise have to be cleaned (or disinfected).										
	Assessment and verification: The applicant shall provide a statement of compliance with this criterion, together with the cleaning/disinfection rota.										
C 08		<b>Ecolabelled services</b>	4		4	4	4	4	2		4
EU 25	All outsourced laundry and/or cleaning is carried out by a provider who has been awarded an ISO Type I for the respective service or who has an EMAS registration (2 points for each service, to a maximum of 4 points). The applicant shall provide appropriate evidence of ISO Type I certification and/or EMAS registration by laundry and/or cleaning suppliers.										
C 09		<b>Minimisation of the quantity of cleaning products used</b>	1,5	1,5	1,5	1,5	1,5	1,5	1,5	1,5	
EU 55	The enterprise shall have precise procedures for the efficient use of cleaning products, such as use of micro-fibre products or other cleaning materials with similar effects and water cleaning activities or other cleaning activities with similar effects.										
	Assessment and verification: The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation (e.g. copy of procedures, technical details of products used). To fulfil this criterion, all cleaning must be carried out by a method based on the efficient use of cleaning products. Hygiene measures or health and safety measures required by law have to be taken into consideration in this respect.										
C 10		<b>Notes indicating water hardness and economical dosage</b>	2	2	2	2	2	2	2	2	

<sup>9</sup> According to ÖNORM EN 13432 - Packaging requirements for packaging recoverable through composting and biodegradation - Test scheme and evaluation criteria for the final acceptance of packaging, edition: 01/02/2008

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
EU 46	The enterprise and/or the premises is equipped with appropriate facilities or takes the precautions required to warrant targeted and economical dosage of the laundry detergents, dishwashing detergents and cleaning agents used. 1 point each for up to two of the following measures: · Automatic dosing systems for dishwashers · Automatic dosing systems for washing machines Affixing dosing manuals (made in writing) and notes indicating water hardness on or close to the washing machines / dishwashers (in the case of dosing by hand) · Dosing system/controlled provision of cleaning agents <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with relevant documentation showing how the guest is informed or relevant information on the automatic dosage systems used.								
C 11	<b>Low-waste packaging</b> The laundry detergents, dishwashing detergents and cleaning agents used are purchased in bulk packaging or in refill or multi-use packaging. Alternatively, compact detergents or concentrates are used. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with information on the types of packaging.	1	1	1	1	1	1	1	
C 12	<b>Procurement of detergents, washing-up liquids, cleaning agents as well as toiletries</b> a) At least 80 % (according to purchased volume or weight) of at least one of the following detergent and toiletry categories used by the enterprise and/or the premises shall have been awarded an Eco-label ISO Type I Eco-label (2 points for each category, to a maximum of 4 points): or b) At least 80 % (according to purchased volume or weight) of at least one of the following detergent and toiletry categories used by the enterprise and/or the premises satisfy the ecological product requirements list of recommended products of the environmental counselling service (1 point each for up to 2 of the above-mentioned categories). - Hand detergent - Dishwasher detergents - Washing agents - All-purpose cleaner - Sanitary cleaners - Soaps and shampoos - Hair care product <i>Assessment and verification:</i> The applicant shall provide data and documentation (e.g. the relevant invoices) indicating the quantities of such products used and the quantities of the products that have been awarded an Eco-label.	4	4	4	4	4	4	4	4
C 13	<b>Fabric softeners</b> The enterprise and/or the premises does totally without fabric softeners and fabric-softener components when doing its laundry. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation. If laundry services are outsourced, a certificate of the service provider shall be presented.	1	1						
C 14	<b>Scent dispensers and air fresheners</b>	2	2	2	2	2	2	2	2

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**M** – Mandatory criterion; **(M)** – Mandatory criterion, only relevant if applicable, (e.g. to gastronomic offer, seminar offer, swimming pool, outdoor area...); **O** (if only numbers are listed in the column) – **Optional criterion**

January 2018

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	In all sanitary facilities accessible to guests and staff which are the property of or directly managed by the enterprise or the premises, none of the following products is used: — Automatic scent dispensers — Automatic fragrance sprays — Air fresheners (natural odour enhancers excepted) <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion.								
<b>C 15</b>	<b>Pest control</b> Pest control shall take place according to the principles of integrated plant protection Integrated Pest Management - IPM): - Pest avoidance/prevention Sealing of the building shell, hygienic measures, sufficient cleaning etc. (1 point) - Early detection and monitoring: regular control in order to be able to identify an infestation in time (1 point) - Pest control involving alternative control measures (e.g. traps fly screens, other control measures, N <sub>2</sub> , CO <sub>2</sub> or thermal procedures or involving products bearing an ISO Type I Eco-label. (1 point) <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with appropriate documentation concerning the measures taken and/or the products used.	3	3	3	3	3	3	3	3
<b>C 16</b> EU 56	<b>De-icing</b> Where de-icing of roads is necessary, mechanical means or sand/gravel is used in order to make roads on the tourist accommodation premises safe in case of snow/ice (1.5 points). b) If chemical de-icing is used, products which have been awarded an ISO Type I Eco-label (1.5 points) are used. <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with appropriate supporting documentation in respect of the products used.	1,5	1,5	1,5			1,5	1,5	
<b>C 17</b> EU 47b	<b>Dosage of disinfectants for swimming pools or natural/ecological swimming pools</b> a) The swimming pool or the whirlpool has a dosage system that adds automatically the quantity of disinfectants which is at least required for an appropriate hygienic status or used supplementary disinfection procedures such as ozone or UV treatment (0.5 points); Or b) a natural type of swimming pool has been established with only natural elements guaranteeing for the required hygiene and safety of the bathers (1.5 point). <i>Assessment and verification:</i> The applicant shall provide a technical documentation concerning the automatic dosage system.	1,5	1,5						
<b>C 18</b> (b +c EU 51 a,b)	<b>Sanitary papers</b> a) Toilet paper, paper towels, kitchen rolls and table napkins are verifiably made of 100% waste paper (1 point each per category). b) At least 90 % of the toilet paper have been awarded an ISO Type I Eco-label (1 point). c) At least 90 % of the paper towels/sanitary papers have been awarded an ISO Type I Eco-label (1 point). <i>Assessment and verification:</i> The applicant shall provide documents on the products used and the quantity of products which have been awarded an Eco-label.	6	6	6	6	6	6	6	6
<b>C 19</b>	<b>Hygiene bags and toilet overlays</b> a) The hygiene bags provided by the enterprise and / or at the premises are made of paper (1 point). b) The toilet overlays provided by the enterprise and / or at the premises are made of paper (1 point). <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.	2	2	2	2	2	2		

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**M** – Mandatory criterion; **(M)** – Mandatory criterion, only relevant if applicable, (e.g. to gastronomic offer, seminar offer, swimming pool, outdoor area...); **O** (if only numbers are listed in the column) – **Optional criterion**



January 2018

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
C 20	<b>Natural cosmetics</b>	1	1	1	1	1	1		
	The cosmetic products the enterprise and/or the premises offers to guests/visitors and staff (soaps, shampoos, shower gels etc.) have been awarded an ISO Type I Eco-label or a certification label for controlled natural cosmetics (e.g. BDIH Certified Natural Cosmetics Seal) or their ingredients are predominantly from organic farming.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant documentation on the products used.								

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## 5.8 Buildings / Building and Living / Furnishing (B)

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
<b>B 01</b>	<b>Standards for construction and reconstruction work</b> Construction and reconstruction works may only be carried out according to legal provisions (according to the annex) and on areas dedicated for this purpose. The capacity and the integrity of the natural and cultural environment have to be taken into consideration and, if required, an impact assessment (including cumulative effects) has to be carried out. The acquisition of land as well as of property does not require an involuntary resettlement of inhabitants. In this way it is ensured that disturbances of natural ecosystems are reduced to a minimum extent and that no unfavourable effects on the development potential of populations arise and that the activities of the enterprise do not jeopardize the supply of neighbouring institutions and communities. With new constructions and substantial reconstructions work during the period of the utilisation of the Eco-label the klima:aktiv standards <sup>10</sup> for hotels and/or service buildings (listed as historic b) must be met. Preference shall be given to sustainable practices and locally available materials. In the case of already planned construction activities during the period of the utilisation of the Eco-label this is to be laid down in the action programme of the enterprise and communicated internally. <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation.	<b>M</b>					<b>M</b>		<b>M</b>
<b>B 02</b>	<b>Barrier-free utilisation of the offer</b> The enterprise has to submit a declaration of the barrier-free offer. <sup>11</sup> This “declaration barrier-free” (access statement) shall comprise the usability for handicapped guests and consumers, the barrier-free equipment and a quality assessment of this offer. This declaration of the barrier-free offer is to be made available in a barrier-free utilisable electronic form and, upon request, also in printed version. <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with appropriate documentation.	<b>M</b>		<b>M</b>			<b>M</b>		<b>M</b>
<b>B 03</b>	<b>Open Front Cooler</b> (New) Refrigerating appliances for the self-service sector must not be equipped as “open front cooler”. If open front coolers are already available at the enterprise their replacement shall be provided for in the action programme and in the case of a new acquisition attention shall be paid to efficient appliances (see. www.b2b.topprodukte.at). In case of events which are certified according to Eco-label 62 as “Green Meeting” or “Green Event” open front coolers must not be used. <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with a list of appliance, which includes, if there are any, open front coolers.	<b>M</b>		<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>		
<b>B 04</b>	<b>Building standards and certifications</b> a) The enterprise and/or the premises complies with the requirements of the klima:aktiv building standards e.g. for “Hotel and accommodation providers” (bronze 1 point, silver 3 points, gold 5 points)	5					5		5

<sup>10</sup> see <https://www.klimaaktiv.at/bauen-sanieren/gebaeudedeklaration/kriterienkatalog.html>

<sup>11</sup> Simple evaluation see e.g. [www.barriere-check.at](http://www.barriere-check.at)

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**M** – Mandatory criterion; **(M)** – Mandatory criterion, only relevant if applicable, (e.g. to gastronomic offer, seminar offer, swimming pool, outdoor area...); **O** (if only numbers are listed in the column) – **Optional criterion**

January 2018

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	<p>b) The enterprise and or the premises complies with the requirements of a recognized building standards and /or a respective building certification (e.g. ÖGNB/TQB, DGNB, EU Green Building, LEED, and BREEAM). (2 points)</p> <p>Identical requirements are assessed as being complied with (e.g. heat insulation)</p> <p>c) The enterprise and/or the location has been awarded for special achievements in the field of architecture and building culture (e.g. State Prize for Architecture) (3 points)</p> <p><i>Assessment and verification:</i> The applicant shall provide a declaration of compliance with this criterion, together with the on the evaluation according to klima:aktiv and/or any awards received.</p>								
<b>B 05</b>	<p><b>Building materials and insulants</b></p> <p>The enterprise and/or the premises uses building materials or insulants verified or recommended by eco-building institutes or carrying an ISO Type 1 Eco-label (1 point).</p> <p><i>Assessment and verification:</i> The applicant shall provide an statement of compliance with criterion, together with the relevant documentation on the products used</p>	1	1	1			1	1	
<b>B 06</b>	<p><b>Indoor and outdoor paints and varnishes</b></p> <p>a) At least 50 % of the indoor painting of the enterprise and/or the premises are done with paints and varnishes awarded an ISO Type I eco-label (1 point)</p> <p>b) At least 50 % of the outdoor painting of the enterprise and/or the premises are done with paints and varnishes awarded an ISO Type I eco-label. (1 point)</p> <p><i>Assessment and verification:</i> The applicant shall provide data and documentation (including relevant invoices) indicating the quantities of such products used and, if applicable, the quantities of the products that have an eco-label.</p>	2	2	2			2	2	
<b>B 07</b>	<p><b>Floor coverings</b></p> <p>All floor coverings of the enterprise and/or the premises are PVC-free (1 point). (2 points)</p> <p><i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with data and documentation on the elastic / textile floor coverings used.</p>	2	2	2	2	2	2	2	
<b>B 08</b>	<p><b>Wooden furniture</b></p> <p>At least 70 % of the furniture in the rooms consist predominantly of solid wood. (1.5 points)</p> <p><i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with data and documentation (such as relevant invoices) on the products complying with the requirements.</p>	1,5	1,5	1,5			1,5	1,5	
<b>B 09</b>	<p><b>Decoration and furnishing of rooms</b></p> <p>The enterprise and / or at the premises uses natural / renewable materials for its interior furnishing and room decoration:</p> <p>a) Table and plant decoration made of natural materials (no plastic flowers) (1 point)</p> <p>b) Room and festive decoration made of natural materials (1 point)</p> <p>c) Clothes hangers made of wood (1 point)</p> <p><i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation.</p>	3	3	3	3		3	3	
<b>B 10</b>	<p><b>Textiles</b></p> <p>The textiles and mattresses used in the enterprise and / or at the premises are verifiably made of ecological material (= from controlled organic cultivation) or have been tested for harmful substances or have been awarded an ISO Type I eco-label.</p> <p>1 point each for up to three of the following categories:</p>	3	3	2	1			3	

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January 2018

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	Table linen, bed linen, bed clothes, towels, mattresses <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with data and documentation (such as the relevant invoices) on the products complying with the requirements placed on them.								
<b>B 11</b>	<b>Barrier-free equipment and offers</b> The tourist accommodation promotes freedom from barriers: a) The action programme of the enterprise includes binding measures to remove architectural barriers or to create barrier-free offers. (1 point) b) The barrier-free equipment of the tourist establishment complies with the minimum requirements or basic conditions of ÖNORM B1603 [3 points) and/or the raised standard (4 points). c) The leisure time and wellness area has been designed barrier-free as provided for in ÖNORM B1603, Chapter 7 (1 point). d) by means of barrier-free homepage design exceeding the minimum requirements (conformity level A) (according to WAI guidelines one point for conformity level AA, 1.5 points for conformity level AAA) e) Measures to promote barrier-free travelling to and from the establishment (1 point) f) The offer of barrier-free leisure-time activities by the establishment (1.5 points) g) Communication of the local and regional barrier-free offers (events, sights) (1 point) <i>Assessment and verification:</i> Presentation of evidence according to ÖNORM B1610 and/or ÖNORM B1613, or objective assessment of the degree of barrier-free equipment and facilities by an expert, and/ or presentation of the action programme with the relevant contents At as well as the appropriate offers.	5		5			5		5
<b>B 12</b>	<b>Furnishing / offers suitable for allergic persons</b> The enterprise and / or at the premises provides special rooms/offers for allergic persons. <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation.	1	1	1				1	
<b>B 13</b> EU 31	<b>Energy-efficient appliances and lightning</b> a) Office equipment (1 point): At least 50% (0.5 points) or 90% (1 point) of the office equipment (PC, monitors, faxes, printers, scanners, photocopying machines) qualify for the energy star. b) electrical lamps and luminaires, of which at least 50 % (0,5 point) or 90 % (1 point) shall be at least of energy efficiency class A++ c) <u>Industrial cooling units</u> : at least 50 % (0.5 Punkte) or 90% (1 point) of the plug-ready cooling units are certified according to www.b2b.topprodukte.at as energy-efficient. d) Household refrigerating appliances (1 point): at least 50 % (0.5 point) or 90 % (1 point) (shall be of EU Energy Efficiency Class A++ or better e) Household washing machines (1 point): at least 50 % (0.5 point) or 90 % (1 point) shall be of EU Energy Efficiency Class A++ or better f) Household dishwashers (1 point) at least 50 % (0.5 point) or 90 % (1 point) shall be of EU Energy Efficiency Class A++ or better g) Household electric tumble driers: at least 50 % (0.5 point) or 90 % (1 point) shall be of EU Energy Efficiency Class A++ or better h) Household ovens: at least 50 % (0.5 point) or 90 % (1 point) shall be of EU Energy Efficiency Class A++ or better i) Household vacuum cleaners: at least 50 % (0.5 point) or 90 % (1 point) shall be of EU Energy Efficiency Class A++ or better	4	4	4	4	4	4	4	2

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January 2018

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	<b>Note:</b> The criterion does not apply to appliances and lighting not covered by the Regulation mentioned for each category (e.g. industrial appliances). <b>Assessment and verification:</b> The applicant shall provide documentation indicating the energy class of all appliances for the applicable category (Energy Star Certificate for category a).								
<b>B 14</b>	<b>Cooking stoves</b> All cooking stoves are gas stoves or induction cookers or stoves featuring pot detection. <b>Assessment and verification:</b> The applicant shall provide a statement of compliance with this criterion, together with information (e.g. technical specifications) on the stoves.	1	1	1	1	1			
<b>B 15</b>	<b>Energy-saving kitchen equipment</b> The range of meals offered is such that equipment consuming high amounts of energy or emitting great amounts of heat (such as microwave, chip pan, heating oven) need not be used. <b>Assessment and verification:</b> The applicant shall provide a statement of compliance with this criterion, together with information (e.g. technical specifications) on the equipment used or the measures taken.	1		1				1	
<b>B 16</b>	<b>Washing machine and dishwasher water consumption</b> a) Washing machines: The washing machines used within the enterprise by guests and staff or those used by the enterprise laundry service provider shall fulfil at least one of the following requirements (3 points): - for household washing machines, their water consumption must not exceed the following threshold levels measured according to the standard EN 60456, using the standard washing cycle (60 °C cotton programme): Rated capacity of 3 kg: 39 l / kg; Rated capacity of 3.5 kg: 39 l / kg; Rated capacity of 4.5 kg: 40 l / kg; Rated capacity of 5 kg: 39 l / kg; Rated capacity of 6 kg: 37 l / kg; Rated capacity of 7 kg: 43 l / kg; Rated capacity of 8 kg: 56 l/kg -for commercial or professional washing machines, they have an average laundry water consumption of ≤ 7 l per kg of laundry washed. Note: point (a) only applies to household washing machines covered by Commission Regulation (EU) No 1015/2010. Industrial dishwashers need not comply with these requirements. b) Dishwashers The water consumption of the dishwashers shall be lower or equal to the following thresholds measured according to the standard EN 50242, using the standard cleaning cycle (2.5 points): for 15 place settings: 10, for 14 place settings: 10, for 13 place settings: 10, for 12 place settings: 9, for 9 place settings: 9, for 6 place settings: 7, for 4 place settings: 9.5 Note: The criterion only applies to household dishwashers covered by Commission Regulation (EU) No 1016/2010. <b>Assessment and verification:</b> The applicant shall provide a technical report from the professional technician responsible for the production, sale and/or maintenance of the washing machines and/or the dishwashers. The tourist accommodation shall provide technical documentation from its laundry service provider that their washing machines comply with these criteria. For the purposes of showing compliance with point (a), a total number of 220 standard cleaning cycles per year (for washing machines) and of 280 standard cleaning cycles (for dishwashers) shall be assumed in the case that only annual consumption is indicated.	5,5	5,5	5,5	5,5	5,5	5,5	5,5	
<b>B 17</b>	<b>Coolants and refrigerants</b> a) All (household) cooling and freezing units as well as air-condition systems are operated without using halogenated hydrocarbons (coolants and foams) (1 point) b) All cooling and air condition systems are operated without using halogenated hydrocarbons (1 point). (Recommended coolants: R290, R600a or CO2 (R744) ) <b>Assessment and verification:</b> The applicant shall provide a detailed statement of compliance with this	2	2	2	2	2	2	2	2

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January 2018

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	criterion, together with documentation on the coolants and refrigerants used in the machines/systems.								
<b>B 18</b>	<b>Seminar equipment</b>	<b>1</b>		<b>1</b>			<b>1</b>		
	At least 50 % of the equipment made available (such as laptops, beamers, TV sets, etc.) must comply with the criteria for the allocation of the Energy Star, or bear an Eco-label according to ISO Type I.								
	<i>Assessment and verification:</i> The applicant shall submit documents on the appliances which are eligible for the energy star or bear an Eco-label.								
<b>B 19</b>	<b>Cooling drinks</b>							<b>1</b>	
	The enterprise does not use electrical refrigeration facilities for pre-cooling or cooling; cooling is exclusively by means of water or storage in the cellar.								
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion.								
<b>B 20</b>	<b>Durable goods</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>
EU 52	At least 40 % of at least one of the following categories of durable goods present in the enterprise shall have been awarded an ISO Type I label (1 point for each category, to a maximum of 4 points): a) Computer b) Television sets c) Wooden furniture d) vacuum cleaners e) floor coverings f) imaging equipment. <i>Assessment and verification:</i> The applicant shall provide data and documentation (e.g. the relevant invoices) indicating the quantities of such products used and the quantities of the products that have been awarded an eco-label.								

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## 5.9 Food /Kitchen (K)

No	Criteria and requirements	BEH (M)	PRI (M)	GAS M	CAT M	GEM M	TAG (M)	SCH M	MUS
<b>K 01</b>	<b>Use of reusable packs and beverage cans</b> Beverages (except for wine and spirits) are predominantly purchased in reusable packs (barrels, containers, pin systems, refillable bottles). (Predominantly means that products in reusable packs are decisive in quantitative terms). Beverage cans may only be used if of a certain type of beverage <sup>12</sup> no or only one product is available as reusable product. Exceptions from that can be applied - if the use is justified due to legal provisions (e.g. in the swimming pool area). - to sales areas with a priority take-away offer (e.g. canteens) - on shelter huts if other containers don't seem to be reasonable due to special conditions (e.g. transport by persons or for a limited reserve management). Exceptions applied shall be justified extensively. Used products in disposable packages shall be mentioned in the action programme with an indication that a conversion to reusable packs has to take place as soon as they are available on the market and/or the exceptional provision does not exist any longer. At events, which are certified according to the Eco-label Guideline 62 "Green Meetings and Events" only bulk packs /reusable packs may be used. <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with the relevant confirmations from the suppliers of the beverages and, if required, justify and document exceptions.								
<b>K 02</b> EU 17	<b>Portion packages for food</b> Single-dose packages are to be avoided to the extent possible. No single dose packages shall be used for non-perishable food stuffs (e.g. coffee, chocolate powder (except tea bags)). Exempt from this criterion are sugar and - if the respective appliances already exist : single- dose coffee inside rooms under the condition that the products used for this purpose are fair trade and/or organic certificated, and that used coffee capsules (if applicable) are given back to the producer for recycling or subjected to recycling in any other way. Capsule machines which are in use in the room area shall be replaced in the case of new acquisitions by compostable pads made of cellulose. This has to be laid down in the action programme For all other foodstuffs (e.g. yogurt, jams, honey, cold meats, pastries), the enterprise shall manage the provision of food to guests to minimise both food and packaging waste. With the exception of diet and diabetes products, it is thus only allowed to offer portion packages (for breakfast, at buffet, on the menu etc.) for four products (for at maximum two products for each out of a maximum of two of the following categories) at the enterprise or and/or at the premises. Categories: · spreads (butter, margarine, etc.) · milk, milk products (cream, yoghurt, etc.) · sweet spreads (marmalade, jam, honey, chocolate-/ nut-spread, etc.)	(M)	(M)	M	M	M		M	

<sup>12</sup> Definition of types of beverages according to Codex Alimentarius, see <http://www.lebensmittelbuch.at/>

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	<ul style="list-style-type: none"> <li>Spicy spreads (processed cheese, sausage spread, etc.)</li> <li>salt, spices, etc. (mustard, ketchup, etc.)</li> <li>breakfast cereals, muesli, etc.</li> <li>sausage, cheese</li> </ul> (Exception: In the field of care catering and room service as well as in the field of take-away all those fields are exempt, where the use of single dose packages is required due to hygienic measures or due to physically limited abilities of the inhabitants.) <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation.								
<b>K 03</b> EU 18b)	<b>Single-use tableware and single-use products</b> The use of single-way tableware is to be avoided in principle. None of the following disposable products may be made available in restaurants and rooms, rented accommodations, and at events: <ul style="list-style-type: none"> <li>Drinking vessels (cups, tumblers), plates and cutlery (except for special situations, such as lack of water, if they were either produced from cardboard or from renewable raw materials, are biodegradable and can be composted.</li> <li>Disposable paper table-cloths</li> <li>Single-use decoration (except for compostable decoration and separate collection and disposal with organic waste).</li> <li>If disposable drinking vessels, plates or cutlery are used for catering or take-away services, these shall be made of biodegradable material and compostable.</li> </ul> Furthermore the customers are to be informed in an appropriate way about these features (in the offer, information on the spot). <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, if relevant, together with information about the kind of disposable products used, by which legal provisions this is required and/or information about the biodegradable products used (e.g. compostability label awarded by CERTCO).	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	
<b>K 04</b>	<b>Eggs</b> Fresh eggs used by the accommodation shall, at least, originate at least from laying hens from free-range management. This applies at least to eggs which are served in one piece. When using eggs from free-run farming for further processing they must mandatorily be purchased over the whole year from regional production according to criterion K05. If eggs from free-run management are used a conversion shall be provided for and the suppliers shall be informed accordingly. <i>Assessment and verification:</i> The applicant shall provide data and documentation (such as relevant invoices) on the quantities used and on the number of eggs complying with the requirements, as well as the action programme, if required.	<b>(M)</b>	<b>(M)</b>	<b>M</b>	<b>M</b>	<b>M</b>		<b>M</b>	
<b>K 05</b> EU 65a	<b>Foodstuffs from the region</b> a) At least two food products from local production <sup>13</sup> and (for fresh fruit and vegetables) from the seasonal offer shall be offered at each meal including breakfast (1 point).	<b>(M)</b>	<b>(M)</b>	<b>M</b>	<b>M</b>	<b>M</b>		<b>M</b>	

<sup>13</sup> "Regional" for the purposes of criterion K05a means that enterprises rely on supply chains which are as short as possible, i.e. purchase agricultural products from the immediate area around the enterprise (e.g. Lungau and/or within a radius of about 150 km).

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	<p>b) <u>Industrial catering enterprises</u> are obliged to buy the following four product categories from the region all over the year:</p> <p>1 Fruit and vegetables: 3 varieties compulsory all over the year, supplemented by seasonal varieties.</p> <p>2 Potatoes: fresh, peeled, pre-cooked</p> <p>3 Dairy products: milk, butter, curd, natural yoghurt, sour cream, cream</p> <p>4 Meat: at least two varieties from: beef, veal, pork, chicken, turkey</p> <p>And from the following categories of raw materials at least two categories shall be selected:</p> <p>5 Eggs and egg products</p> <p>6 Game</p> <p>7 Freshwater fish</p> <p>8 Cheese</p> <p>9 Bread and buns</p> <p>In order to get more security as far as the origin of the raw materials is concerned, at least one of the above-mentioned categories is to be selected, where the products are purchased from recognized and controlled quality programmes (bio certifications, AMA quality label as well as milk, beef or pork).</p> <p>Foodstuffs which are verifiably of regional quality (protected designation of origin PDO, protected geographical indication PGI, e.g.: Styrian pumpkin seed oil, Styrian horseradish, Gailtal bacon, Tyrolean Alpine pasture cheese) are used additionally.</p> <p><i>Assessment and verification:</i> The applicant shall submit invoices, delivery notes and meal plans and fill in the products sheets; furthermore there is an inspection of the storage rooms.</p> <p>The evidence for regional origin should, for products, which are not subject to any legal designation of origin, if possible, originate from recognized systems, where the origin is secured. It is recommended to purchase beef or veal as well as pork from recognised meat labelling systems (e.g. "bos" "VUQS", and "sus").</p>								
K 06 EU 65c	<p><b>Use of products originating from organic farming</b></p> <p>The following products shall be purchased / offered verifiably and exclusively in organic quality:</p> <ul style="list-style-type: none"> <li>- Two drinks (non-alcoholic drinks, alcoholic drinks, brews)</li> <li>- another three regularly used foodstuffs, in including at least one dairy product* (milk, butter, curd, natural yoghurt, sour cream, cream)</li> </ul> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation. Spices and spicy ingredients are not considered to be complying with these requirements. If there exist long-term business relations with regional direct marketers, which do not offer appropriate products, they shall be informed about the requirements of this criterion and a potential change of supplier shall be included in the action programme of the enterprise. Compliance shall be proved at the internal interim audit or at the follow-up audit at the latest.</p>	(M)	(M)	M	M	M		1	
K 07	<p><b>Vegetarian or vegan meals</b></p> <p>Vegetarian main courses and/or a vegetarian menu have to be offered. In the case of an exclusive menu offer at least one vegetarian/vegan menu has to be offered.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion,</p>	(M)		M	M	M		1	

The requirements of criterion K05b) are considered to be met if enterprises rely on supply chains which are as short as possible, i.e. purchase agricultural products from the immediate area around the enterprise. Region for the purposes of this indication of origin can either be a delimited area in terms of its landscape (e.g. Waldviertel, Zillertal), a Federal Province (e.g. Tyrol, Free State of Bavaria), a state (e.g. Austria, Hungary) or a homogeneous cross-country, transnational area (e.g. Alpine area, Pannonian Plain).

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K 08	together with appropriate documentation (menu, etc.).	(M)		M	M	M			
	<b>Ethical animal husbandry and species protection</b>								
	The following meals shall not be offered due to reasons of species protection and ethical animal husbandry. Foie gras, frog's leg, turtles, whales and endangered fish species (e.g. shark, swordfish, snapper, common eel, sturgeon (incl. Caviar), Danube salmon or species from red lists). <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
K 09	<b>Fair trade</b>	(M)	(M)	M	M	M		1,5	
	At least two product types which are certified as ethically, socially and ecologically compatible products (e.g. as defined in the guidelines of the fair-trade umbrella organization FLO - Fair Trade Labelling Organisations), are offered or used on a regular basis.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant documentation on the product types used and their labelling.								
K 10	<b>Meals typical of the region</b>	(M)		M	M	M		M	
	Meals typical of the region are offered on a regular basis (at least once a week). (Exceptions apply to gastronomic enterprises offering explicitly non-regional cuisine (e.g. Italian, Greek, Asian cuisine).)								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
K 11	<b>Meals prepared fresh</b>	2		2		M			
	The meals are prepared fresh, i.e. the use of "ready-made meals" is to be confined to the lowest possible level. The purchase of products from regional food factories is permitted (e.g. liver dumplings, rissoles, cakes or other products showing a regional character and complying thus with the concept of "traditional food") if they use regional main ingredients for their production.								
	<i>Assessment and verification:</i> The applicant shall submit invoices, delivery notes and menus; and, if required, the necessity of the use of convenience products shall be explained in writing. There is a check of the storage rooms.								
K 12	<b>No use of food imitations</b>	1		1	1	M			
	The use of food imitations (in particular cheese imitations, cream imitations as well as imitate ham with an increased share of water) is not permissible. This applies to all products offered.								
	<i>Assessment and verification:</i> The applicant shall submit invoices, delivery notes and menus; furthermore a control of the storage rooms shall take place.								
K 13	<b>Tap water</b>	1		1	1	M			
	The enterprise serves fresh tap water with meals, coffee, etc... In addition to that reference is made in an appropriate way to the quality/origin of the drinking water. In case of events which are certified according to Eco-label 62 as "Green Meeting" or "Green Event" tap water must be offered to the participants free of charge.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion.								
K 14	<b>Seasonal products</b>	1		1	M	M		1	
	The fresh domestic fruits and vegetables offered shall be designed taking into consideration seasonal availabilities. It is refrained from offering non-seasonal vegetables and fruits such as strawberries in winter, asparagus in autumn, etc.								

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	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
<b>K 15</b>	<b>Indication of origin in the menu / the dish plan</b>	<b>1</b>		<b>1</b>	<b>M</b>	<b>M</b>		<b>1</b>	
	The enterprise indicates the origin of basic ingredients and/or the selected categories of regional origin in its menu/meal plan as well as by means of respective labelling in the case of catering (e.g. "The meat we use comes from ....." or the like).								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
<b>K 16</b>	<b>Catering for seminar guest</b>	<b>(M)</b>					<b>M</b>		
	If the catering of the seminar-/conference guest is not provided by the enterprise, but an external catering enterprise is commissioned by it this caterer has to comply with the same mandatory criteria of the field foodstuffs (module gastronomy). (One can only deviate from this criterion at the express request of the customer and/or if the catering has been commissioned by the customer himself).								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant documentation concerning the request to external suppliers.								
<b>K 17</b>	<b>Green Catering</b>				<b>M</b>				
	The requirements for a catering within the framework of a Green Meeting according to Eco-label 62 are well-known and can be complied with upon request.								
	This applies, among other things, to conditions for Green Meetings and Events going beyond the requirements of this guideline.								
	- No use of coffee / tea vending machines using capsule systems.								
	- At least two beverages are from regional production.								
	The catering portfolio of the enterprise must contain an offer which complies with the criteria of the Eco-label								
	This offer is to be emphasised as particularly environmentally friendly, sustainable, or the like.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
<b>K 18</b>	<b>Independent controls:</b>					<b>M</b>			
	The regional origin of the raw materials is examined once per year by an independent control body.								
	<i>Assessment and verification:</i> The applicant shall conclude a control treaty with an independent control agency, furthermore random checks by the licensee shall take place.								
<b>K 19</b>	<b>AMA Gastronomy label / Region of Delight Partner</b>	<b>3</b>		<b>3</b>	<b>3</b>	<b>1,5</b>			
	a) The enterprise has been awarded the AMA quality label. (3 points, in the case of an active control contract identical criteria of the Eco-label are automatically complied with								
	b) The enterprise is partner enterprise of a Region of Delight (1.5 points)								
	<i>Assessment and verification:</i> The applicant shall conclude a control treaty with an independent control agency, furthermore random checks by the licensee shall take place.								
<b>K 20</b>	<b>Low-waste food packaging</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>2</b>	
	When purchasing food, the enterprise and / or at the premises uses low-waste packaging or concludes agreements with suppliers on the return of packaging.								
	Ø Reusable transport packaging (RTP) for fruit, vegetables etc.								
	Ø Return of packaging material to suppliers								
	Ø Reusable or bulk packaging for further foodstuffs								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion,								

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	together with information on the measures taken for the purchase of low-waste products.								
<b>K 21</b>	<b>Single-service portion packages</b>	2	2	2	2	2		2	
	The enterprise and/or the premises does not use single-service portion packages.								
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with his criterion together with appropriate documentation.								
<b>K 22</b>	<b>Refillable packages for beverages</b>	5	5	5	5	5		5	
EU 53	a) The enterprise and / or at the premises offers at least one of the following beverages exclusively in refillable bottles or containers, barrels, concentrates, or the like: Beer (1 point); (mineral) water (1 point); soft drinks (1 point) at least 50 % (1 point) or 70 % (2 points) of the beverages provision shall be on returnable/refillable containers. c) All beverages (except for wine and spirits) are offered/ used in reusable packs (5 point) (this means that there are no cans, disposable glass bottles, PET bottles and so-called tetra packs. etc.)								
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with the relevant confirmations from the suppliers of the beverages.								
<b>K 23</b>	<b>Reusable tableware for catering / take-away</b>	3		3	3	3			
	For catering and take-away services and when delivering meals and beverages, reusable tableware (cups, plates and cutlery) is offered (additionally = 1 point; exclusively = 3 points).								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with information on the reusable products used.								
<b>K 24</b>	<b>Cooperation with farmers / direct marketers from the region</b>	2	2	2	2	2		2	
EU 65b	The enterprise purchases at least two agricultural products (food, beverages) directly from a farmer or a regional direct-marketing cooperation.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
<b>K 25</b>	<b>Eggs and egg products</b>	5	5	5	5	5		5	
	(a) At least 80 % of the eggs used by the enterprise are free-range eggs (2 points) or eggs from organic farming (3 points).								
	b) The egg products used in the enterprise are verifiably derived from free-run (1 point) or free-range (1.5 points) management or from organic farming (2 points).								
	c) For processed egg products such as pasta etc. eggs from free-range management (1 point) or organic farming (2 points) are verifiably used.								
	<i>Assessment and verification:</i> The applicant shall provide data and documentation (such as relevant invoices) on the quantities used and on the number of eggs complying with the requirements.								
<b>K 26</b>	<b>Fish from sustainable production</b>	4		4	4	4			
	a) No endangered fish or marine animals are used, the use, catching or production of might result in a threat to the existence of the species or the destruction of its habitats (2 points)								
	b) Fish caught in the wild is offered only with the MSC Seal of Quality certifying fisheries sustainability. (1 point)								
	c) In the case of farmed fish, domestic and, if possible, fish from organic farming are used. (1 point)								
	d) The enterprise is certified according to the criteria of the Marine Stewardship Council (MSC) for sustainable fisheries (1 point) and or the Aquaculture Stewardship Council for sustainable aquacultures (1 point).								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion,								

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	together with the relevant documentation on the products used and/or on the respective certification.								
<b>K 27</b>	<b>Fair trade</b>	4	4	4	4	4		4	
	a) At least three beverages and three foodstuff products which are certified as ethically, socially and ecologically compatible products are offered or used on a regular basis (2 points).								
	b) The enterprise is registered Fairtrade Gastronomy Partner (2 points)								
	c) only applies to shelters huts (K 12): At least two product types which are certified as ethically, socially and ecologically compatible products (e.g. as defined in the guidelines of the fair-trade umbrella organization FLO - Fair Trade Labelling Organisations), are offered or used on a regular basis. (1.5 points)								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant documentation on the products used.								
<b>K 28</b>	<b>Use of organic food and drinks</b>	5	5	5	5	5		5	
EU	a) At least 15% of all food and drinks are organic (1 point)								
65c	b) At least 30% of all food and drinks are organic (2 point)								
	c) At least 60% of all food and drinks are organic (3 point)								
	d) The ingredients of all dishes (including breakfast) are organic products (5 points).								
	e) At least four products offered at points of sale are organic products (1 point)								
	Upon request the use of these products shall be clearly communicated to the guests.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant documentation, on which the calculation of the % value is based and information on the communication.								
<b>K 29</b>	<b>Controlled organic enterprise</b>	5		5	5	5		5	
	The enterprise and /or the premises is certified in the field of organic farming.								
	Certification of a part of the offer (3 points), of the full range of products (5 points)								
	<i>Assessment and verification:</i> The applicant shall furnish the relevant proof of participation/certification.								
<b>K 30</b>	<b>Organic food at caterings/events</b>				3				
	The enterprise and/ or the premises has the necessary contacts /partners /Suppliers in order to be able to deliver, upon request, the following quantities of biological, regional products:								
	a) At least 50% of the food and 50% of the beverages offered are organic and regional. (3 points)								
	b) At least 30% of the food and 30% of the beverages offered are organic and regional. (2 points)								
	<i>Assessment and verification:</i> Compliance with the criterion is proved by presentation of appropriate documentation.								
<b>K 31</b>	<b>Possibility to select the size of servings</b>	3		3		3		3	
	In the menu /dish plan the following measures on food waste avoidance are referred to:								
	a) Individual meals are also available in smaller sizes (1 point).								
	b) At least 80 % of the main courses are offered in at least two different sizes of servings.								
	c) Second serving is offered free of charge (1 point)								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
<b>K 32</b>	<b>Labelling of dishes</b>	4		4	4	4			
	a) At least selected dishes shall be labelled by providing nutrition facts and/or additional health information (indication of bread units, indication of additives, labelling of low-fat dishes or dietary meals etc.) (2 points)								
	b) The origin of the meat products and the eggs used is explicitly indicated (at least AT, EU, not EU). (2 points)								

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	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
<b>K 33</b>	<b>Vegetarian / Vegan food</b>	3	3	3	3	3		3	
	a) More than 50 % of the meals offered are vegetarian meals (1 point) b) Exclusively vegetarian or vegan meals are offered (3 points). c) There is one (are) fixed day(s) of the week which is also advertised accordingly, where exclusively vegetarian /vegan meals are offered. d) Only for shelter huts: Vegetarian main courses and/or a vegetarian menu have to be offered.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
<b>K 34</b>	<b>Palm oil, palm kernel oil and their derivatives</b>	3		3	3	3		3	
	a) If palm oil is used it must originate from plantations that meet the requirements of a certification scheme for sustainable production (1 point). b) With at least 30 % of pre-packed foodstuffs and/or beverages containing palm oil, palm kernel oil and their derivatives the palm oil, palm kernel oil or their derivatives contained therein must originate from plantations that meet the requirements of a certification scheme for sustainable production. (2 points) c) No foodstuffs and/or beverages containing palm oil, palm kernel oil and their derivatives shall be used.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant documentation on the products used, if necessary, and their certification.								
<b>K 35</b>	<b>Food waste prevention</b>	5		5	5	5			
	The enterprise actively takes measures to avoid food waste: a) Active participation of the enterprise (3 points) and/or individual kitchen staff members (1.5 points) in specific consulting programmes to avoid food waste (within the last three years before application). b) Active offer of resource-saving packaging (take-away box or similar things) for the transport of left-over food (e.g. by means of communication of staff members, written information, presentation at events (2 points) c) Active cooperation of the enterprise with (charitable) institutions to avoid food waste and/or to pass on the surplus of food produced to charitable institutions (1 point) d) Possibility to freely select the side dishes The customer can select for the main courses freely from at least 3 side dishes: (1 point) e) Demand-oriented buffet arrangement and front cooking (only BEH, CAT, GEM) Catering /buffet is organised in such a way that meals are delivered outside in smaller quantities, but more frequently and freshly, at the end of the buffet times stock replenishment takes only place in small containers and/or in ready-made servings (2 points); this procedure is communicated at the enterprise and/or to the participants before and during an event. f) Fresh brewing machines for hot beverages at the breakfast buffet (only BEH, GEM): Hot beverages must not be served in ready-made cans on the tables and/or at the buffet but the customer shall have the opportunity to serve himself/herself at a (capsule-less) fresh brewing machine (1 point) g) Billing at the salad buffet according to weight or according to different sizes of plates instead of a lump-sum per serving (1 point) h) Avoidance of show plates (only GEM) (1 point)								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the agreement with the charitable enterprise, documentation of external communication etc.								
<b>K 36</b>	<b>Special (catering) offer</b>	2		2	2	2			

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	The composition of meals takes into account and informs a) people with food allergies (gluten-free meals, vegan meals or labelling of meals containing frequent allergens) (1 point) b) religious groups (no pork, kosher meals) (1 point) <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the documentation for external communication. on the heating control system.								
K 37	<b>Balanced diet</b> In the case of enterprises and/or premises with community catering the menus or the individual meals which are used for the preparation of the menus shall be evaluated by a nutritionist/dietician (either by a trained internal staff member or an external consultant called in at least once per year). Proposals on the improvement of the composition of meals are to be taken into consideration. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.					3			
K 38	<b>Avoiding tableware at events/caterings</b> Meals are offered in the form of fingerfood, wrap in, or 'Pack's ins Brot" (put it into your sandwich) etc. to avoid the use of tableware. a) Exclusively tableware-avoiding offers (2 points) b) Reduction of the amount of tableware by means of specific meal offer (1 point) <i>Assessment and verification:</i> Description of the measures, meals etc.				2				
K 39	<b>Food deliveries only in multi-use packages</b> If the enterprise, the premises is partly or exclusively supplied with within the framework of a food production system (e.g. Cook & Chill, Cook & Hold) all food elements shall be transported in multiple-use packages. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.				2	2			

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**M** – Mandatory criterion; **(M)** – Mandatory criterion, only relevant if applicable, (e.g. to gastronomic offer, seminar offer, swimming pool, outdoor area...); **O** (if only numbers are listed in the column) – **Optional criterion**

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## 5.10 Transport / Mobility (T)

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
<b>T 01</b>	<b>Information on ecologically favourable means of transport</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>	<b>M</b>
EU 21	Information shall be made easily available to potential guests, customers, suppliers and staff (via the means of communication primarily used by the enterprise): a) on details on environmentally preferable means of transport locally available to arrive/leave the city/village where the enterprise is located, b) details on environmentally preferable means of transport locally available to sightsee the city/village where the enterprise is located (public transportation, bicycles, footpaths), c) details on special offers or agreements with transport agencies (if available) that the enterprise may offer (e.g. pick-up service, staff collective bus, electric cars). <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with copies of the information material available e.g. on websites, brochures, etc.								
<b>T 02</b>	<b>Environmentally friendly journey to the accommodation</b>	<b>M</b>	<b>2</b>	<b>2</b>			<b>2</b>		
	The tourist accommodation is taking measures motivating the potential guest to travel to the location in a way that is environmentally friendly, using either public means of transport or other environmentally friendly means of transport (e.g. special train offers, price advantages, appreciation gift etc.). The measures offered shall be communicated to the guest in an appropriate way (hotel folder, booking confirmation, Internet, guest information etc.). This criterion doesn't have to be complied with by: - Group accommodations and enterprises, where already the major part of the guests usually travels to the location by public means of transport or by other environmentally-friendly means of transport (e.g. youth hostels). - enterprises with insufficient possibilities, e.g. Due to an insufficient offer of public means of transport <sup>14</sup> . <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
<b>T 03</b>	<b>Car-free transportation to the event venue</b>	<b>(M)</b>					<b>M</b>		
	It must be possible for visitors to reach the event location from the nearest international airport or railway station by public means of transport several times per day. Or: At least for events according to Directive Eco-label 62 ("Green Meetings and Green Events") for the transfer to and from the next international airport or international railway station a special collection shuttle service must be set up. <i>Assessment and verification:</i> The location of the event venue and its accessibility have to be indicated.								
<b>T 04</b>	<b>Transport services</b>	<b>(M)</b>		<b>(M)</b>	<b>M</b>	<b>(M)</b>			
	If regular transport services (e.g. the delivery of food from the service kitchen to another place, guest transport) constitute a part of the service of the enterprise at least the following requirements shall apply: • a register of vehicles which are used for providing the service, including a presentation of the Euronorm standards shall be kept. • Heavy duty road vehicles must comply at least with Euro V.								

<sup>14</sup> At least a connection two times per day.

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	<ul style="list-style-type: none"> <li>• Light duty road vehicles must comply at least with Euro 5.</li> <li>• If vehicles in the fleet do not comply with these values, the replacement of these vehicles shall be included in the action programme of the enterprise and a deadline shall be fixed.</li> <li>• New vehicles which are purchased or leased for the purpose of transport must be electric vehicles or at least comply with the most recent Euronorm standards.</li> </ul> <p><i>Assessment and verification:</i> The enterprise shall submit a register of the fleet of vehicles including emission classes and, if required, the action programme.</p>								
<b>T 05</b>	<p><b>Information on travelling in an environmentally – benign way to and from the destination</b></p> <p>Information on travelling in an environmentally benign way to and from the destination (railway, bus, and bicycle) is presented on the internet /in the printed documents of the enterprise more extensively and more prominently than conventional travel information.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.</p>	2	2	2	2	2	2	2	2
<b>T 06</b>	<p><b>Pick-up service</b></p> <p>a) The enterprise and/or the premises offers guests travelling with public transport (train, bus etc.) pick-up service at arrival from the nearest stop (2 points).</p> <p>b) The pick-up service is carried out with environmentally friendly means of transportation such as electric cars or horse sleds (1 point).</p> <p>This offer has to be communicated in an appropriate way (hotel folder, booking confirmation, Internet, guest information etc.).</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.</p>	3	3				3		
<b>T 07</b>	<p><b>Environmentally friendly mobility at the holiday resort</b></p> <p>The enterprise and/or the premises shall take measures motivating the guests, visitors and employees to use public transport or other environmentally preferable means of transport <u>at the holiday resort</u> (e.g. advertising of tickets and “Kombi tickets” (combined tickets), incentives for not using the car presented in the form of a gift/voucher when handing in the car keys for the duration of the stay; offer/organization of group rides, pick-up service for hiking trips etc.).</p> <p>The enterprise encourages guests, visitors and staff members to use electro-mobile vehicles to go to the hotel and provides them with an electricity supply to recharge batteries free of charge. This is communicated to (potential) guests in writing. (2 points per measure, up to a maximum of 6 points)</p> <p>The measures offered are communicated to the guest in an appropriate way (hotel folder, booking confirmation, Internet, guest information etc.).</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.</p>	6	6				6		6
<b>T 08</b>	<p><b>Cooperations to promote soft mobility</b></p> <p>The enterprise participates actively in regional or supra-regional cooperations to enhance environmentally benign mobility offers.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.</p>	3	3	3			3		
<b>T 09</b>	<p><b>Offer of environmentally preferable means of transport</b></p> <p>a) The enterprise offers guests or staff members at least one of the following ecologically favourable means of transport</p>	2,5	2,5	2,5			2,5		
EU 63									

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	<p>i) Bicycles at least one bicycle per 15 rented apartment units or rooms (0.5 points) and/or at least one bicycle per 5 rented apartment units or rooms. (1 point)</p> <p>ii. electric vehicles or pick up service or for guests' leisure; (1 point)</p> <p>b) The enterprise must conduct active partnerships with companies making available electric vehicles or bicycles "Active partnership means an agreement between the enterprise and a company which rents electric vehicles or bicycles. Information on the active partnerships must be displayed visibly at the enterprise Where the company is not based on the site of the enterprise some practical considerations shall be made (e.g. a bicycle hire company may deliver bikes to the enterprise). This offer is communicated to the guest in an appropriate way (hotel folder, booking confirmation, Internet, guest information etc.).</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion and shall document the promotional measures of the cooperation with the bicycle rental service.</p>								
<b>T 10</b>	<p><b>Bike tour maps and hiking maps</b></p> <p>The enterprise provides hiking maps and/or bike tour maps for use at the accommodation or for sale.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with copies of the information material.</p>	1	1	1			1	1	
<b>T 11</b>	<p><b>Guided hiking tours / bicycle tours</b></p> <p>The enterprise offers its guests guided hiking tours and/or bicycle tours.</p> <p>This offer is communicated to the guest in an appropriate way (hotel folder, booking confirmation, Internet, guest information etc.).</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.</p>	1	1					1	
<b>T 12</b>	<p><b>Bicycle service facilities</b></p> <p>The tourist establishment provides special offers and service facilities for bicycles (and/or in-line skates, scooters, skateboards and the like) and communicates them in an appropriate way.</p> <p>a) Parking space for bicycles is available (1 point); for 5-10 % of the capacity (1 point) for more than 10 % of the capacity (2 points)</p> <p>The parking space is roofed or is located in a lockable room ( 1 point)</p> <p>The workmanship complies with the quality criteria of the klima:aktiv building standards (1 point)</p> <p>b) Maintenance: facilities to repair minor (bicycle) damage; bicycle repair shop, repair kit, etc. (1 point)</p> <p>*Capacity: Guest beds; seats for guests, maximum number of admissible guests</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the documentation on the existing facilities.</p>	5	5	3			3		5
<b>T 13</b>	<p><b>Corporate mobility management</b></p> <p>The tourist establishment has a company-specific mobility concept aimed at environmentally compatible corporate mobility and economisation of transport, implements this policy and continues developing it. The measures of corporate mobility management comprise the efficient use of the accommodation's areas and vehicles, the switch-over of the fleet to more environmentally compatible technologies, and the economisation of transport processes as well as the enhanced use of more environmentally friendly transportation (walking, cycling, public transport) and integration of staff members.</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the mobility concept.</p>	3		3	3	3	3		
<b>T 14</b>	<b>Company-based vehicle fleet management</b>	2		2	2	2	2		

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	<p>a) There exist detailed records on the mileage, the consumption and the CO<sub>2</sub> emissions of the vehicles at the level of the individual vehicle. (1 point)</p> <p>b) There are communicated and clear goals and appropriate measures for a reduction of the total CO<sub>2</sub> emissions. (1 point)</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with information on how this is communicated.</p>								
<b>T 15</b>	<p><b>Environmentally friendly vehicles at the enterprise</b></p> <p>a) The enterprise uses environmentally friendly vehicles (hybrid vehicles, monovalent gas-driven vehicles, - 1 point, electric vehicles) (2 points).</p> <p>b) The environmentally friendly type of drive is advertised on the vehicle in a way that is clearly visible (1 point).</p> <p>c) No combustion motor vehicles shall be used for the maintenance of the enterprise (1 point).</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant vehicle documentation.</p>	3	3	3	3	3	3		
<b>T 16</b>	<p><b>(Internal and external) transport services</b></p> <p>In order to implement a mobility concept at least one of the following measures is taken (a maximum of 5 points).</p> <p>a) Transport services are carried out according to the Eco-label Guideline UZ66 "Low-emission transport systems" and mobility/logistics partners are selected which are certified according to Guideline UZ66 "Low-mission transport systems". (1 point)</p> <p>b) For the performance /when commissioning transport services (cargo) bikes and/or electric vehicles are used (mostly 2 points, additionally 1.5 points).</p> <p>c) For the performance / when commissioning transport services predominantly vehicles of emission standards Euro VI (for heavy duty road vehicles) and/or Euro 6 (for light duty road vehicles) are used (1 point).</p> <p>d) Vehicles of the service delivery fleet exclusively use coolants with a GWP of less than 150 (1 point).</p> <p>e) The enterprise enables staff members (in particular drivers for delivery services) the participation in courses for a sustainably more efficient driving style ("fuel-saving driving training" (1 point), more than 50 % of the drivers for delivery services have attended a course on a sustainably more efficient driving style. (2 points)</p> <p>f) External suppliers are actively advised to make, on their part, a contribution to the reduction of emissions caused by transport (2 points)</p> <p><i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant documentation on the mobility concept, the vehicles, the fuel-saving training, requests, etc.</p>	5		5	5	5	5		5
<b>T 17</b>	<p><b>Infrastructure and public transport</b></p> <p>At least three of the following institutions are available within a radius of 500 metres linear distance and are communicated by the enterprise actively to guests and staff members (1 point):            Stop of public means of transport (with connection several times per day); gastronomy, short-distance supplier, leisure-time institutions, medical supply, service-provider, public administration, opening up of footpaths and bikeways, cableway- /boat station; sports equipment rental, kindergarten/ primary school; secondary modern school / grammar school.            There are more than six institutions (2 points), there are more than nine institutions (3 points)</p>	3	3	3			3		

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	<i>Assessment and verification:</i> The applicant shall submit a presentation (plan) of the infrastructure around the enterprise as well as the type of communication to the guests and staff members.								
<b>T 18</b>	<b>Location accessible by public transport</b>	1	1	1			1		1
	There is a direct connection to the network of public means of transport (maximum walking distance 10 minutes) with appropriate minimum frequency to the opening /event times (at least once per hour and/or several times per day) also at weekends.								
	<i>Assessment and verification:</i> The location of the tourist accommodation/ the event venue and its accessibility has to be indicated.								

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## 5.11 Outside area / free areas (F)

No	Criteria and requirements	BEH (M)	PRI (M)	GAS (M)	CAT	GEM	TAG (M)	SCH	MUS (M)
<b>F 01</b>	<b>Indigenous or non-invasive alien species used for new outdoor planting</b>								
EU 50	Every <b>new</b> planting of the outdoor area takes place with indigenous species which are adapted to the sight (except for historic gardens or botanical gardens) and/or measures are taken, if required, which prevent the spreading and/or the immigration of possibly invasive neophytes. Outdoor planting excludes invasive alien species of Union concern <sup>15</sup> . <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, if required, together with appropriate documentation (e.g. by an expert).								
<b>F 02</b>	<b>Preservation of diversity of species, ecosystems and landscapes</b>	<b>M</b>	<b>M</b>	<b>M</b>			<b>M</b>	<b>M</b>	<b>M</b>
	Any disturbances of natural ecosystem caused by activities of the enterprise are minimised and, if requires rehabilitated and compensated for. Enterprises with free areas make a contribution to the preservation of the diversity of species (e.g. By means of the promotion of rare species, the planting and processing of old fruit varieties). <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation.								
<b>F 03</b>	<b>Species used in outdoor planting</b>	3	3	3			3	3	
EU 50	The <u>existing</u> vegetation <sup>16</sup> of outdoor areas, including any aquatic vegetation, is composed of: i. no invasive alien species of Union concern (0,5 point) (other invasive alien species may be present); iii. exclusively non-invasive alien species (1 point), iii. native and/or non-invasive alien species (1.5 points), iv. exclusively native species (2 points), v. insect-, bird-, and bee-friendly indigenous plants and shrubs (1 point) The applicant shall provide the relevant specification of how the enterprise fulfils this criterion, together with appropriate supporting documentation by an expert or a planting plan.								
<b>F 04</b>	<b>Organic gardening</b>	3,5	3,5	3,5			3,5		3,5
EU 66	a) Green areas of the enterprise are managed either without any use of pesticides or according to organic farming principles or as laid down in national law or recognised national organic schemes. b) When using soil additives, culture media and potting soils, peat-free products (1 point) or products carrying an ISO Type I Eco-label (1.5 points) are used. <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with data and documentation on the products used and on how the enterprise avoids pests and manages free areas. The compliance with this criterion shall be checked during the on-site visit.								
<b>F 05</b>	<b>Near-natural design of outdoor facilities, vegetable gardens and old crops</b>	5	5	5				5	5
	a) At least 30 % of the outdoor facilities are designed in a near-natural way (applies from a size of 2,000 m <sup>2</sup> onwards. (2 points) b) The near-naturally designed outdoor facilities are used for sensitising the guests (1 point)								

<sup>15</sup> For the purposes of Article 3 para. 3 of Regulation (EU) No 1143/2014 of the European Parliament and of the Council

See list <http://www.neobiota-austria.at/>

<sup>16</sup> For the purposes of this criterion "indigenous species" means plant species means plant species that naturally occur in the country, "non-invasive species" means plant species that do not naturally occur in the country and for which there is no evidence that they reproduce, establish and spread easily or that they may have negative impacts on native biodiversity.

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	<p>c) The enterprise has established a garden (featuring vegetables/fruit/herbs) to provide additional supply for the kitchen or for being used by the guests. (1 point)</p> <p>d) In order to maintain biodiversity, the enterprise cultivates rare plant species (fruit plants, vegetable crops, medicinal plants, dye plants). (1 points)</p> <p>e) Enterprises make a contribution to the preservation of the diversity of species, e.g. by the support of nature conservation areas and of areas with a valuable diversity of species, promotion of rare species etc. (e.g. member of organisations for diversity of species, fund-raising campaigns, co-operations etc.) (2 points).</p> <p><i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion (e.g. plan of outdoor areas, share of near-natural designed areas, information boards or similar things for guests and/or visitors).</p>								
<b>F 06</b> EU 58	<p><b>Composting or biogas</b></p> <p>The tourist accommodation separates relevant amounts of one of the following categories of organic waste and ensures that it is composted according to local conditions authority guidelines (e.g. by the local administration, in-house or by a private agency) or used for biogas production (1 point for each category, a maximum of 2 points):</p> <p>a) garden waste;</p> <p>b) organic kitchen waste and left-over food</p> <p>c) biodegradable products (e.g. disposable items made of corn-based materials);</p> <p>d) biodegradable waste produced by guests at their room/accommodation.</p> <p><i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion is together with appropriate documentation.</p>	2	2	2			1	2	
<b>F 07</b> EU 48	<p><b>Rainwater and grey water recycling</b></p> <p>The enterprise uses on its premises or in its locations water from the following alternative sources for non-sanitary and non-drinking purposes:</p> <p>i) reclaimed water or grey water from laundry and/or showers and/or lavatory sinks (1 point),</p> <p>ii) collected rainwater e.g. via rooftop (1 point);</p> <p>iii. condensate from HVAC systems (1 point).</p> <p><i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with appropriate supporting documentation and appropriate assurances that the sanitary and drinking water supply is kept entirely separate.</p>	3	3	3			3	3	
<b>F 08</b> EU 49	<p><b>Efficient irrigation</b></p> <p>The enterprise shall fulfil at least one of the following requirements:</p> <p>a) The enterprise shall have a documented procedure for watering outside areas/plants, including details on how watering times have been optimised and water consumption minimised. This may, for example, include no watering of outside areas. (1.5 points)</p> <p>b) The enterprise uses an automatic system which optimises watering times and water consumption for the watering of the gardens and plants in outside areas. (1.5 points)</p> <p><i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with appropriate documentation, e.g. details on the documented system/procedure for the irrigation or photographs of the automatic irrigation systems.</p>	1,5	1,5	1,5			1,5		1,5
<b>F 09</b> a) = EU	<p><b>Roof and façade landscaping</b></p> <p>a) At least 50 % of buildings which have suitable roofs (flat roofs or roofs with a small angle of inclination) are grassed or planted (2 points).</p>	4	4	4			4	4	

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No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
74	b) At least one façade of the building is largely leafy (2 points). <i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with appropriate documentation.								
<b>F 10</b>	<b>Unsealed surfaces</b>	1	1	1			1	1	
EU 64	At least 75 % (0.5 points) and/or 90 % (1 point) of the open air area surface under management of the enterprise is not covered with asphalt/cement or other sealing materials which hinder proper drainage and airing of the soil. Where rainwater and grey water is collected, the unused rainwater and grey water shall be treated and infiltrated in the soil. <i>Assessment and verification:</i> The applicant shall provide an explanation as well as documents showing how the enterprise fulfils this criterion.								

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## 5.12 Museum specific requirements (MU)

No	Criteria and requirements	BEH	PRI	GAS	CAT	GEM	TAG	SCH	MUS
	<b>Education for sustainable development/cultural mediation</b>								
<b>MU 01</b>	<b>Integration of an education for sustainable development in the mediation work</b> The educational programme and/or the educational offer of the enterprise must promote a confrontation with the criteria of education for sustainable development within the framework of mediation work (participation, multi-perspectivity, cultural and social differences, problem-solving competence, and diversity of methods). <i>Assessment and verification:</i> Proof of the confrontation with at least two criteria of education for sustainable development.								<b>M</b>
	<b>Conservation and restauration/storage</b>								
<b>MU 02</b>	<b>Conservation and restauration works</b> Any restauration and conservation work that might be necessary must be carried out by technically trained and qualified restorers <sup>17</sup> in order to ensure a sensitive as well as a sustainable way of dealing with the exhibition objects and the best possible protection of staff members and visitors as well as to minimise the use of necessary chemicals and auxiliary substances. In exceptional cases (e.g. very small museums) the submission of a precise training concept can be sufficient. This shall include a list of the relevant topics (e.g. schedule and content of the training course, dealing with and use as well as disposal of materials). This criterion is to be taken into consideration as well in the case of commissioning external staff if no qualified persons are employed by the enterprise. <i>Assessment and verification:</i> Proof of the respective qualification of the employed staff members and/or the persons commissioned by the enterprise and/or a training concept, if required.								<b>M</b>
<b>MU 03</b>	<b>Storage</b> The components/materials/furniture are to be maintained properly in order to ensure that they can be used as long as possible. <i>Assessment and verification:</i> Inspection at the enterprise								<b>M</b>
	<b>Exhibition building and selection of materials</b>								
<b>MU 04</b>	<b>Temporary buildings for exhibitions</b> If temporary buildings or structures are established for the exhibition they must be completely dismantled and either reused and, as far as possible, separated by type of material and recycled/disposed of according to the legal requirements. <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion, together with appropriate documentation concerning the measures taken and/or the products used.								<b>M</b>
<b>MU 05</b>	<b>Materials for exhibition construction</b> The following materials are not used in exhibition construction. Products from or with halogenated hydrocarbons - Products made of or with lead - Timber materials from primary forests (boreal and tropical primary forests)								<b>M</b>

<sup>17</sup> These are Restorers with a master's degree or a master-equivalent qualification in the field of conservation- restoration. They are, for example represented in the Austrian Restorers Association ([www.orv.at](http://www.orv.at)); the only nationally and internationally recognized representation of interests and professional association of Austrian restorers.

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	as well as types of timber which are subject to the Washington Convention on International Trade in Endangered Species of Wild Fauna and Flora CITES.								
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation concerning the measures taken and/or the products used.								
	<b>Transport and mobility</b>								
<b>MU 06</b>	<b>Packaging in the store and during transport</b>								<b>M</b>
	The use of disposable foils shall be reduced to a minimum extent, justified and described. If possible reusable transport packs shall be used.								
	<i>Assessment and verification:</i> The applicant shall provide a statement of compliance with this criterion, together with the relevant documentation concerning the disposable foils use and a justification concerning the necessity to use them.								
<b>MU 07</b>	<b>Mediation of culture</b>								<b>4</b>
	a) At least one staff member of the enterprise must have vocational training or further training in the field of mediation of culture which is adequate for the main target group of the institution and professional practice in the field of mediation of culture for at least two years. (2 points)								
	b) Staff members can attend regularly further training courses on the mediation of culture and/or on practice-oriented educational events. (2 points)								
	<i>Assessment and verification:</i> Proof of training and/or further training course in the field of mediation of culture and/or the regular participation of at least one staff member.								
<b>MU 08</b>	<b>Forms of pedagogical mediation</b>								<b>4</b>
	a) In order to convey the exhibition objects at least three different methods are used. (2 points)								
	b) target-specifically adapted, different methods of mediation applied, (2 points)								
	<i>Assessment and verification:</i> Proof of different methods								
<b>MU 09</b>	<b>Austrian Museum Quality Seal</b>								<b>3</b>
	The enterprise has been awarded the Austrian Museum Quality Seal								
	<i>Assessment and verification:</i> The applicant shall provide appropriate evidence of the valid certification according to the Austrian Museum Quality Seal.								
<b>MU 10</b>	<b>Secondary utilisation of publications</b>								<b>2</b>
	Publications such as remaining catalogues after the end of an exhibition are subjected to secondary utilisation (such as via book and/or art flea markets, sales in the shop).								
	<i>Assessment and verification:</i> The applicant shall explain in which way a secondary utilisation takes place.								
<b>MU 11</b>	<b>Material and product selection</b>								<b>3</b>
	The following measures in the field of material and product selection are implemented (1 point each per measure, up to three points)								
	The enterprise uses products and materials, which have been tested (e.g. by means of des Oddy-Tests <sup>18</sup> ) for the compatibility of showcases, cupboards, museum rooms or packaging material with museum exhibits.								
	- The enterprise borrows products and materials for the equipment of the exhibition rooms and doesn't								

<sup>18</sup> See for example <http://www.smb.museum/museen-und-einrichtungen/rathgen-forschungslabor/forschung/forschungsergebnisse.html>  
[http://www.britishmuseum.org/research/publications/research\\_publications\\_series/2004/selection\\_of\\_materials.aspx](http://www.britishmuseum.org/research/publications/research_publications_series/2004/selection_of_materials.aspx)

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	<p>purchase them.</p> <ul style="list-style-type: none"> <li>- The enterprise borrows products and materials for the equipment of the exhibition rooms from re-use networks (e.g. reusable metal framework instead of wood framework).</li> <li>- The enterprise purchases products and materials for the equipment of the exhibition rooms in second hand shops</li> <li>- The enterprise purchases products and materials for the equipment of the exhibition rooms on web portals or flea markets and offers them again there after the end of the exhibition or donates them.</li> </ul> <p>The enterprise uses degradable materials and/or materials with a high recycling share are used (e.g. timber material consists of recycling wood, cardboard as construction material for exhibitions stands contains at least a recycling share of 70 %)</p> <ul style="list-style-type: none"> <li>- The enterprise purchases construction materials and products from regional suppliers</li> </ul> <p>The enterprise avoids products and materials with: Phthalate plasticizers, brominated flame retardants, chrome, chrome and copper arsenates.</p> <p><i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation concerning the materials and/or the products used.</p>								

### Requirements gastronomy/event locations and shops

If gastronomic facilities, event locations or shops are present at the location at least the following criteria must be complied with by them. In the case of external operators relevant agreements have to be made and/or they must be integrated in the Eco-label concept. If required respective initial consultations on the Eco-label criteria and/or the requirements according to Green Catering have to be carried out.

The relevant MANDATORY criteria in the field of building management must be complied with by gastronomic enterprises, shops and event locations. In particular requirements regarding the prohibition of heaters of outdoor areas must be complied with.

<b>K 01</b>	<b>Use of reusable packs and beverage cans</b>								<b>M</b>
<b>K 02</b>	<b>Single-service portion packages</b>								<b>M</b>
	For coffee, milk, sugar, ketchup or mustard preferably bulk packages and no single-service portion packs are used.								
	<i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation.								
<b>K 05 a)</b>	<b>Foodstuffs from the region</b>								<b>M</b>
<b>K 06</b>	<b>Products from organic farming</b>								<b>M</b>
<b>K 03</b>	<b>Single-use tableware and single-use products</b>								<b>M</b>
<b>K 09</b>	<b>Fair trade</b>								<b>M</b>
	<b>Requirements shops</b>								
<b>S 01</b>	<b>Sustainable products</b>								<b>M</b>
	<p>At least two of the following requirements must be complied with:</p> <ul style="list-style-type: none"> <li>a) The enterprise actively supports local enterprises in the development and sale of sustainable non-food products or services that are based on the regional nature, history and culture (artisanal products, agricultural non-food products etc.)</li> <li>b) The enterprise uses elements of local arts, architecture or the cultural heritage in its activities, in design, decoration or shops.</li> </ul>								

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	c) The enterprise offers at least two regionally and/or environmentally friendly produced products. d) At least 50 % of the products are unpacked e) Exclusively products which are not battery- or accumulator-driven are sold f) The products offered by the enterprise in the shop are low-waste and/or no disposable products <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with appropriate documentation.								
<b>S 02</b>	<b>Offer of food and beverages in the shop</b>								<b>M</b>
	a.) Beverage cans must not be offered (this applies also to automatic dispensers) An exception can be granted for one type of beverage, if it is, verifiably, not available in other forms of packing or if the use of cans is justified due to legal provisions. b.) If foodstuffs are offered in the shops for sale at least two products must originate from organic farming or fair trade. <i>Assessment and verification:</i> The applicant shall provide a detailed statement of compliance with this criterion together with the relevant confirmations from the suppliers of the beverages.								

**Abbreviations used for the modules:**

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## 6. ANNEX

### Laws and provisions to which reference is made for the purpose of the adaptation to international standards (e.g. GSTC)

- Federal law on equal treatment (GIBG, Federal Law Gazette No. 66/2004)
- Austrian Federal Constitutional Law on the Rights of Children (Federal Law Gazette I No. 4/2011; Article 3) and/or the respective provisions of the Federal Law on the Employment of Children and Young People (KJBG; Federal Law Gazette No 599/1987) concerning the prohibition of child labour
- Federal Disability Equality Act (BGStG; Federal Law Gazette I, No 82/2005) and the provisions of the Federal Provinces concerning the rules on freedom from barriers.
- General Law on Social Insurance („Allgemeines Sozialversicherungsgesetz“, ASVG; Federal Law Gazette General Social Security Act (ASVG; Federal Law Gazette No 189/1955) and the Income Tax Act, Federal Law Gazette No 400/1988) concerning the legally valid registration and social insurance of staff members as well as the respective provisions concerning the Labour Constitution Act (ArbVG, Federal Law Gazette No 22/1974) concerning co-decision and payment
- The respective building regulations and Land-use planning Acts of the Federal Provinces according to which the tourist accommodation was built according to the building regulation which was applicable at the time when it was constructed, was built on accordingly dedicated building land and that reconstructions and extensions of buildings have been carried out properly and has been officially approved by the building authorities (currently these are):

#### Burgenland

Building Code of the Federal Province of Burgenland 2008  
Building Act of the Federal Province of Burgenland 1997  
Act of the Federal Province of Burgenland on Land-use Planning

#### Carinthia

Building Code of the Federal Province of Carinthia 1996  
Act of the Federal Province of Carinthia on Land-use Planning  
Municipal Planning Act 1995

#### Lower Austria

Building Code of the Federal Province of Lower Austria 2014  
Act of the Federal Province of Lower Austria on Land-use Planning 2014

#### Upper Austria

Building Code of the Federal Province of Upper Austria 1994  
Act of the Federal Province of Upper Austria on Land-use Planning 1994

#### Salzburg

Law on the principles of construction  
Act of the Federal Province of Salzburg on Land-use Planning 2009

#### Styria

Building Act of the Federal Province of Styria  
Act of the Federal Province of Styria on Land-use Planning

### Tyrol

Building Code of the Federal Province of Tyrol

Act of the Federal Province of Tyrol on Land-use Planning

### Vorarlberg

Building Code

Act on Land-use Planning

### Vienna

Building Code of the Federal Province of Vienna

- Health and Security Provisions (ASchG (Employee Protection Act); Federal Law Gazette No 218/1983); as well as hygienic guidelines and provisions concerning provisions on fire protection.
- The provisions of the Animal Welfare (TschG (Animal Welfare Act); Federal Law Gazette I No, 118/2004), in particular concerning freedom of movement (Section 16) and wild animals (Section 25).
- International Convention on Trade in Endangered Species of Wild Fauna and Flora signed in Washington, Austrian Heritage Protection Law (DMSG; Federal Law Gazette No. 533/1923) and protective provisions of the Federal Provinces prohibiting the trade and the sales of souvenirs and give-always made of parts of sensitive or protective species as well as of historical or archaeological objects

Legal provisions shall always be applied as amended. Dated references to other documents do not cover later modifications or revisions of the publication. In the case of undated references the most recent version of the referenced document shall apply.

Austrian acts can be consulted in a binding way at <http://www.ris.bka.gv.at>. The current versions of European Union Regulations and Directives are electronically retrievable at: <http://eur-lex.europa.eu/de/index.htm>.

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